

# AGED CARE TODAY

Australia's leading aged services magazine  
Summer 2024 | [www.accpa.asn.au](http://www.accpa.asn.au)

**Historic  
new Aged Care  
Act passed by  
Parliament**

**ACCPA  
ANNOUNCES  
REBRAND  
FOR 2025**

**REDFERN  
AGED CARE SITE  
FOR SALE FOR  
ONE DOLLAR**

## IN THIS ISSUE

- ▶ Commission focusing on care minutes and non-compliance
- ▶ Prevention is better than cure when it comes to health
- ▶ Innovative VR platform for First Nations people living with dementia
- ▶ Tailored training and support for aged care leaders
- ▶ How to prepare for strengthened standards and new quality indicators
- ▶ Award-winning dementia residence making a difference in Melbourne

**RECORD  
TURNOUT FOR  
2024 ACCPA  
NATIONAL  
CONFERENCE**

The official magazine of

**ACCPA**  
Aged & Community Care Providers Association

health  
generation

QUALITY  
INDICATORS



QFR, NQIP, SIRS, Complaints,  
Incidents, Accreditation, Surveys,  
Food & Nutrition

Financial Acuity

High Quality Care

AssureTrend

Safe & Effective Service Delivery

FUNDING



AN-ACC

STAFF  
RATIOS



Care Minutes

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- enables providers to uphold their legal obligations under the Charter of Aged Care Rights and Aged Care Quality Standards
- enables aged care residents to provide valuable feedback.

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Call 1800 700 600  
or scan the QR  
code for our  
booking form.



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## EDITOR'S NOTE

Welcome to our summer 2024 issue of *Aged Care Today* – the official magazine of the Aged & Community Care Providers Association (ACCPA).

In a history-making event, the Aged Care Bill 2024 has been passed and a rights-based approach to aged care is set to be legislated.

Never has it been more important for providers to be on top of their game when it comes to best-practice approaches to supporting health and wellbeing, culturally-appropriate care, governance and finance considerations, and attracting and retaining a skilled workforce, not to mention maintaining a quality built environment.

Through *Aged Care Today*, we aim to inform and inspire aged care providers to greatness – not just for business success but also for the older people in your care.

This is our final issue under the ACCPA banner, and we look forward to continuing our quality publication in 2025 as *Ageing Australia*.

Thanks to all our contributors for your sharing your insight and expertise, and happy holidays to all our readers.

**Linda Baracioli, Editor**

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Cover shot:  
A record 2,450 delegates gathered at the Adelaide Convention Centre 23-25 October 2024 for the ACCPA National Conference.

# SUPPORT AT HOME SOFTWARE & PATHWAY

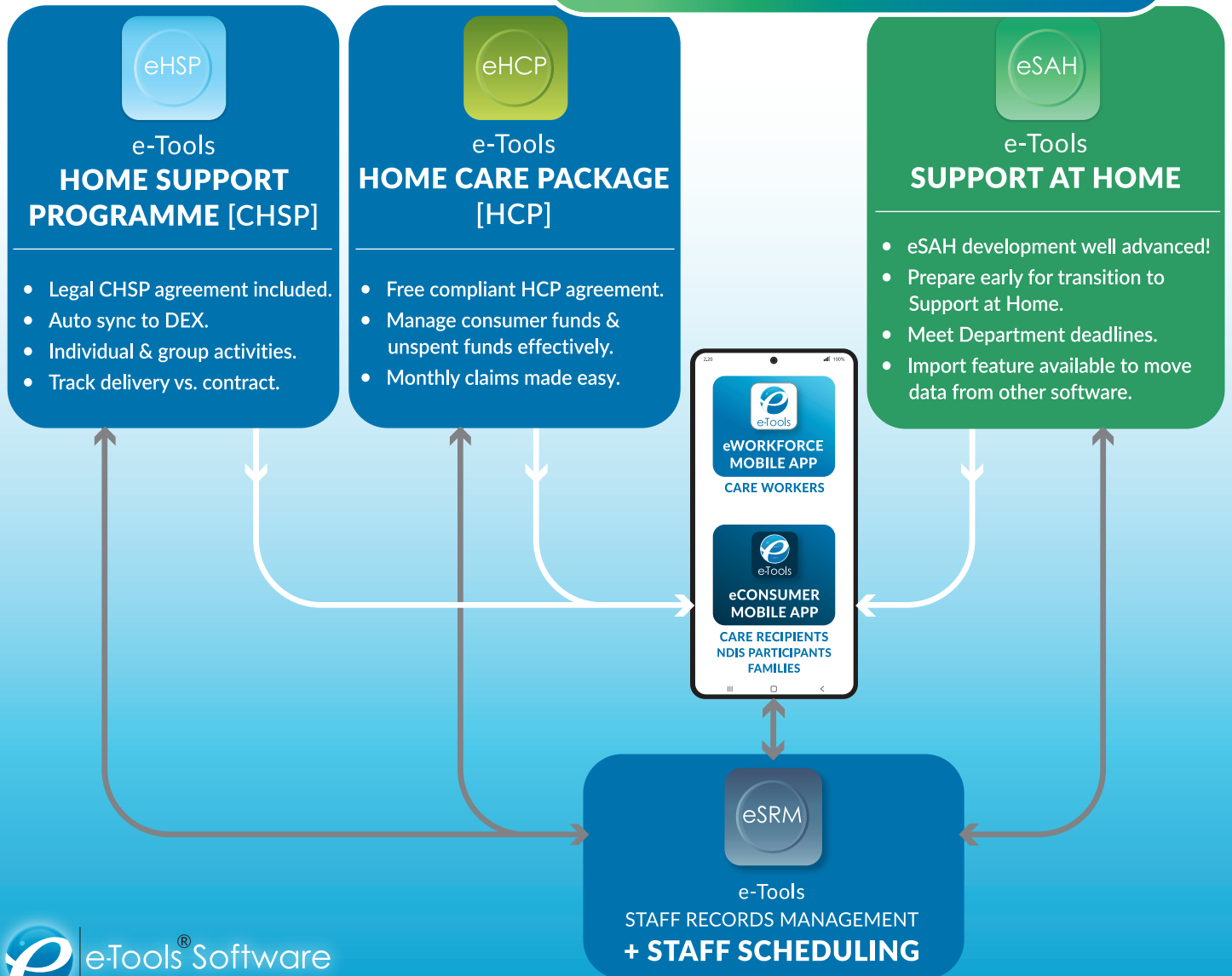
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# A new era for the ACCPA Board

## Key appointments step forward to continue to lead bravely



**It has been a pleasure to serve the Aged & Community Care Providers Association (ACCPA) as the inaugural Chairman, and the aged care services industry generally over many decades.**

Working together as a strong board of directors and executive leadership team, we have shaped ACCPA into one strong, clear voice providing a consistent message to government and the wider community.

While we are a member-based organisation, our work impacts each aged care provider and user of aged care services across Australia. This is consistent with our vision 'to enhance the wellbeing of older Australians through a high performing, trusted and sustainable aged care sector'.

It has been my honour to play a leadership role in the work and transformation of ACCPA, and I thank everyone who has contributed to this endeavour – and to the significant victories we have achieved.

From influencing the Fair Work Commission decisions on proper remuneration for aged care workers, to affecting the aged care landscape through our work to shape a new Aged Care Act and our role in the future funding of aged care – to name just a few – we have worked tirelessly as an organisation and can be proud of our accomplishments.

As ACCPA continues to evolve and, moving forward with an historic new Aged Care Act that will truly place older Australians at the centre of care and services, we will benefit from new energy, ideas and enthusiasm.

At the recent Annual General Meeting (AGM), I announced Michael (Mick) Reid AM as ACCPA's new Independent Chair.

Mick's appointment came after an extensive recruitment process with unanimous support from the Independent Chair Recruitment Sub-Committee.

He brings over 40 years of experience in the Australian and international health systems, including roles as Director General of Health in both New South Wales and Queensland.

Mick's recent position as Joint-Lead Independent Reviewer for the Commonwealth Government's Strengthening Medicare Review, along with his work in public health, not-for-profit organisations, and Indigenous welfare, made him the perfect fit for ACCPA.

Beginning his appointment with ACCPA on 19 November 2024 for a three-year term, he is already getting to work on the important matters that will shape the organisation and influence the aged care landscape in Australia.

I also announced the election of two directors at the AGM. Mark Sewell, an inaugural ACCPA Director, was re-elected as the NSW/ACT elected Director. The new WA Elected Director is CEO of Southern Cross Care, Clare Grieveson.

I would like to thank departing directors Robert Orie and Shane Yensch for their dedicated service to ACCPA, and also extend my gratitude to all nominees who expressed interest in the director positions.

It has been my great honour to serve as ACCPA's inaugural chairman and I will continue to follow ACCPA's journey with great interest, and as a strong supporter, as we move into a new era as Ageing Australia.

**Dr Graeme Blackman AO**  
**Inaugural Independent Chairman**  
**Aged & Community Care Providers Association**  
[accpa.asn.au](http://accpa.asn.au)



Outgoing Inaugural Independent Chairman Dr Graeme Blackman AO speaking at the Chairmen's Dinner at the 2024 ACCPA National Conference in Adelaide.

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# ACCPA set for rebrand in 2025

## A new name to recognise all aspects of aged care



**As we are about to enter a new year of reform, the Aged & Community Care Providers Association (ACCPA) is on the cusp of an historic change for the better. We won't be called ACCPA anymore, we will be 'Ageing Australia'.**

When I took the job, I thought I was going to struggle with the name ACCPA. It was going to be a challenge to work with. The longer that I did the job, the more I realised it was not just an overly complicated name, it was a self-imposed impediment on our success.

No advocate in their right mind maintains self-imposed impediments because there's more than enough that are not self-imposed that we must deal with every day!

And while there are some other practical reasons we think we need to make the change, the most important reason is that it doesn't talk about what we do.

It leaves out a whole swathe of the people that we represent, like retirement living and seniors housing. That's not care, that's accommodation. It leaves out the health services that we represent. We have a lot of members who deliver palliative care, people who support older people who are going through that decision as to whether they will access voluntary assisted dying. This is not aged care. This is healthcare for older people.

So, we did a bit of work earlier in the year to test whether it was just us struggling with the name. We asked our members to be part of focus groups to give their views, and we got the same feedback.

The research was conducted between May and June 2024 and included engagement with a representative group of ACCPA members, staff and board directors.

Responses indicated our current name is holding us back from achieving our strategy. In particular, members found the name to be alienating, overly complex and difficult to remember, and not indicative of what we do or the full range of services we represent.

The name ACCPA doesn't speak to us, and it sounds too self-interested. It sounds like it's all about us and not about what we want to see changed in the world for older people.

So, we will be changing our name to Ageing Australia, something we hope will resonate with the people we need to persuade, the people we need to engage: the community, the media and the government. We hope it will be memorable. We hope you'll like it.

Our board and our team believe this name encompasses the full range of our activities – from residential care to home and community care, retirement living and seniors housing. It will also allow us to continue our journey to establish ourselves as the most prominent voice in Australia advocating for positive change for services to older people, across the whole continuum of ageing, rather than holding us back as our current name does.

While this is a significant change, it is aimed at better enabling us to deliver for our members; our strategy of delivering the best possible outcomes for you will not change. We remain committed to championing the needs of our members and the sector, and this proposed new identity will only enhance our ability to do so.

The change to our new name, Ageing Australia, will begin in early 2025. You'll see the updated branding on our website, publications and other materials as we transition to this new identity.

**Tom Symondson**  
**Chief Executive Officer**  
**Aged & Community Care Providers Association**

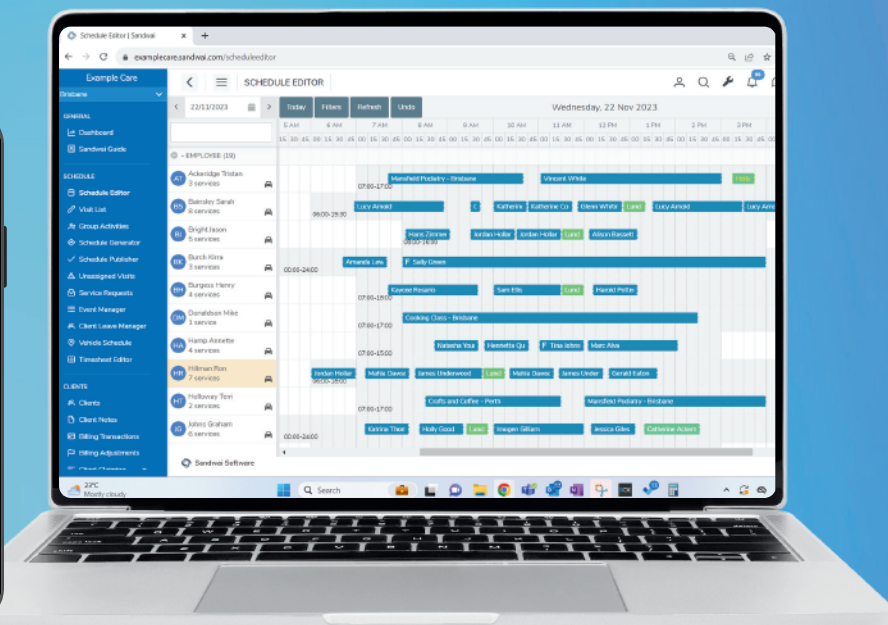
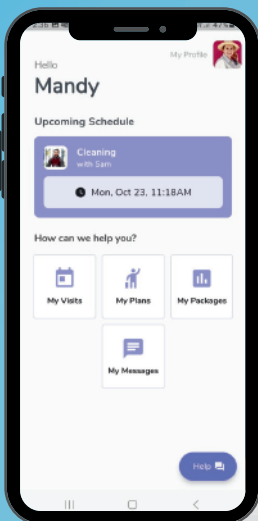
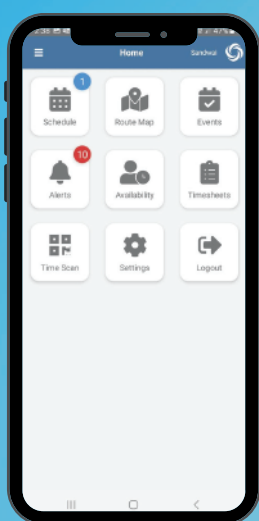


Tom Symondson announced ACCPA's name change at the 2024 ACCPA National Conference.



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# Once-in-a-generation reform

## Albanese Government delivers sustainable world-class system



**As Parliament drew to a close this year, we achieved something remarkable: a once-in-a-generation reform that puts people at the heart of aged care, with new funding measures that will put the entire sector on a more sustainable footing for the long term.**

This Aged Care Act marks a new era for aged care where everyone can have faith and trust in a system that will look after them and give them the services they need, when they need them.

We have said all along that because of the numbers of people entering the system and because of the need to increase the quality of the services in the system, we need to find a way to put more money into a system that needs more money.

The new Act represents the culmination of two and a half years of complex and dedicated policy development, including extensive community and industry consultation.

It sets the aged care system on a new and sustainably-funded foundation.

Importantly, it also enshrines respect for the rights, dignity and humanity of older people as its central tenet.

Our rights-based Aged Care Act reflects the recommendations of the Aged Care Taskforce that we commissioned to examine the issue of funding in aged care. It is designed to support older people to have more choice and control over the services they need and use, and ensures aged care is sustainable and fair for all older Australians.

The Australian Government will continue to fund the majority of aged care services, and 100 per cent of clinical care services. But those that can afford to, will be asked to contribute more to the cost of their care.

We know older Australians prefer to stay home longer, and these reforms bring about a whole new system that's designed to help people remain in the homes and communities they love, for as long as possible.

Support At Home will help people live independently in their own homes for as long as possible. It will deliver

improved access to services, products, equipment and home modifications. This is a game-changer for older Australians who are seeking support – especially those with complex needs.

It will reduce wait times and be even more tailored to the individual. With more funding granted, Support at Home will provide access to higher levels of care, meaning older people can remain independent and living in their homes for longer.

We will continue to work closely with providers, so they are ready for the transition. Everyone with a home care package on the national priority system or assessed as eligible when it comes into effect will make lower or the same contributions as they would have under current home care arrangements.

We know support needs and financial circumstances change as people get older.

That's why we have also reformed aged care assessments to make it easier for older people to access services as their needs change. We have introduced a new Integrated Assessment Tool to enable assessors to collect more complete information and tailor service recommendations and referrals to meet individual needs.

We have worked hard over the past few years to improve the quality and viability of our aged care system.

We've delivered more nurses into nursing homes; star ratings to show the quality of aged care services; an extra 3.9 million minutes of care in residential aged care homes every single day; and now we have a new Aged Care Act and a new system of home care.

Providers tell me that the \$15 billion pay rise we gave to aged care workers has created really sharp improvements in staff retention and recruitment rates. One provider of rural and remote services told me that their staff turnover has dropped 40 per cent since the pay rise.

This is once-in-a-generation reform that will unlock a wave of much-needed investment to set the sector up for a strong and sustainable future.

**The Hon Mark Butler MP  
Minister for Health and Aged Care**

# Care minutes in focus

## The key to delivering a great aged care experience



**In October this year, the Aged Care Quality and Safety Commission responded to the Australian Government's Statement of Expectations with our Statement of Intent, outlining how we – as the national regulator – will protect and enhance the safety, health, wellbeing and quality of life of older people receiving aged care.**

One of the Government's clear expectations of the Commission is the enforcement of compliance with provider workforce requirements, including mandatory care minutes responsibilities.

The care minutes responsibility was introduced in response to a key finding of the Royal Commission into Aged Care Quality and Safety (Royal Commission) that the routine care of older people in residential aged care often fell short of expectations.

With this in mind, the Government began funding approved residential care providers from 1 October 2022 to support the delivery of sector-wide average targets of 200 total care minutes, including a minimum of 40 minutes of registered nurse time, per resident per day.

This became mandatory on 1 October 2023, and a year later was increased to a sector-wide average of 215 minutes per resident per day, including a minimum of 44 minutes of registered nurse time per day.

Mandatory care minutes ensure that older people in aged care homes receive the dedicated care time they need.

These targets complement existing provider obligations (under the Quality Standards) to maintain an adequate number of appropriately skilled staff to ensure that residents receive safe, respectful, quality care and services. The care minutes targets also complement the 24/7 registered nurse responsibility introduced on 1 July 2023.

I commend aged care providers that have worked hard to meet the care minutes targets. The Commission has observed the effective use of a range of strategies to attract and retain staff.

However, more than a year since mandatory care minutes were introduced, there are some concerning trends.

Reporting published by the Department of Health and Aged Care (from October 2023 to June 2024) shows that a significant proportion of services remain non-compliant with the requirements.

It also shows that compliance with care minutes is disproportionately low in metropolitan areas, despite generally greater workforce constraints in regional, rural and remote areas.

Further, services run by for-profit providers have lower rates of compliance than those services run by not-for-profit providers.

With the data now available, we are using trend analysis and risk profiling to identify providers that warrant closer attention.

The Commission is prioritising action with services that have persistently large care minutes gaps and have made limited progress to close those gaps in geographic locations where surrounding services have much smaller – or no – care minutes shortfall at all.

As always, our job is to hold providers to account, and providers subject to regulatory enforcement should not be surprised by our action: after all, we started engaging with the sector about care minutes obligations well before these were introduced in 2023.

The Commission continues to offer information and education programs to help providers meet their compliance obligations and avoid enforcement actions.

In November, we released an updated regulatory bulletin (available on our website) which details providers' care minutes responsibilities and our regulatory response.

Last month, we also hosted a webinar with the Department of Health and Aged Care outlining the importance of care minutes, the risks of non-compliance to residents, and ways to address workforce challenges. We also outlined how we are regulating this requirement.

Where residential aged care providers are actively working towards complying with their care requirements and can demonstrate that they are taking all steps to ensure the provision of safe and quality care, the Commission will continue to take a fair and sensible approach to actively monitor risks and work with the provider to improve their compliance.

However, where a provider is not making genuine efforts to meet their care minutes requirements or where we encounter resistance, we will take enforceable regulatory action to compel compliant behaviour. A provider that fails to meet their commitments under an enforceable plan can expect to be subject to a sanction.

Mandatory care minutes represent the amount of dedicated care time that each older person needs – and deserves – to receive.

A provider that complies with or exceeds care minute targets is much more likely to protect and improve residents' safety, health, wellbeing and quality of life. And that's a goal we all share.

**Janet Anderson PSM**  
**Commissioner**  
**Aged Care Quality and Safety Commission**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)

# Introducing Ageing Australia

Welcome to Ageing Australia – the same trusted support with a fresh identity.

We're delighted to announce ACCPA will be **Ageing Australia** in early 2025.

Our new name reflects our commitment to supporting ageing with dignity, care and compassion while continuing to champion the aged care sector.



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**Recipe & Allergen  
Management**



**Ingredients  
Estimate**



**Clinical  
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**Catering  
Survey**



**Meal  
Feedback**



**Diet Monitoring &  
Consumption Report**



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Menu  
Display**

**Our aged care catering software provides reliable solutions in managing complex dietary/catering requirements for the aged care industry**

HDS is a web-based application that maintains resident diet profiles & offers menu management. HDS is a complete digital platform that eliminates 100% of the paperwork from catering. Staff are able to use iPad or tablet to take orders from residents for their meal choices and can also update residents diet profile any time (various authority level access).

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Staff can actually utilise their time and energy towards creating a better dining experience for residents rather than continuously trying to keep up with the paperwork. It is a one stop shop when it comes to dietary management. HDS is designed by a chef with 14 years of experience in aged care catering, hence it provides specific information to kitchen staff at the fingertip.

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A Portal for  
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Automated Food  
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# iMonitor Australia – Food Safety System

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**iMonitor Australia is an automated software for food safety records and audit in the aged care and health care industry, including hospitals.**

iMonitor Australia (Designed by HDS) is an online platform for all food safety records and audit. It is an automated temperature monitoring system that eliminates paperwork and human error.

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iMonitor Australia provides a supreme automated system that helps fill in records digitally & automatically.

iMonitor Australia is your own food safety program in a complete digital form.

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# BD PureWick™ Urine Collection System



## What is the BD PureWick™ Urine Collection System?

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## Benefits of using the BD PureWick™ Urine Collection System



Helps keep the skin dry by wicking away urine.\*



May help reduce the need to get out of bed at night to use the bathroom.\*\*



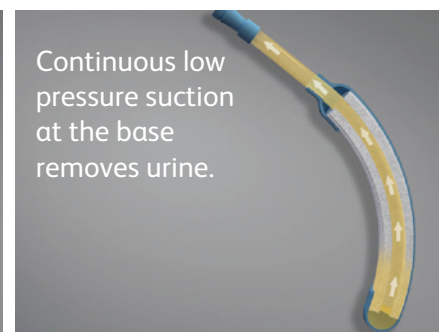
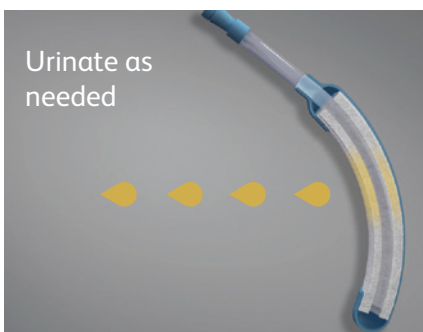
Can make better sleep possible.\*\*



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\*Ritter, J. Effectiveness and Functionality of a Female External Catheter, 2017  
\*\*Based on survey responses (01/19) by 141 caregivers and users who purchased the BD PureWick™ Urine Collection System and a subsequent supply of BD PureWick™ Female External Catheters.

## How does the BD PureWick™ Urine Collection System work?



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**Indications for use:** The BD PureWick™ Urine Collection System is to be used with BD PureWick™ Female External Catheters which are intended for non-invasive urine output management. **Contraindications:** The BD PureWick™ Female External Catheter should not be used on patients with urinary retention. Please consult BD PureWick™ Female External Catheter package insert or the BD PureWick™ Urine Collection System user guide for more detailed safety information and instructions for use.

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# History made with new Aged Care Act

## Rights-based and person-centred care now legislated

**The Aged and Community Care Providers Association (ACCPA) has hailed the passing of the new Aged Care Act as an historic moment for Australia’s ageing population – one that will help us secure a world-class aged care system.**

During the last sitting period of 2024, the Aged Care Bill was passed by the Senate and then by the Lower House, in accordance with protocol, to the delight of everyone who has worked hard to advocate for change – including those who brought forward testimonies in public hearings to shed light on the state of aged care in Australia.

Based on these insights and a swathe of other information, a new rights-based Aged Care Act was the number one recommendation of the Royal Commission into Aged Care Quality and Safety, while also delivering on dozens of other recommendations.

What is important to note is that these recommendations were fully supported by aged care providers, many of them already innovating and exceeding quality standards.

“This truly is an historic moment in Australia’s aged care reform journey,” said ACCPA CEO Tom Symondson.

“Our elected politicians should be congratulated on reaching rare bipartisan support for these landmark reforms.

“We congratulate Prime Minister Anthony Albanese, Health and Aged Care Minister Mark Butler, and Aged Care Minister Anika Wells for driving these historic reforms.

“Opposition leader Peter Dutton and Shadow Minister for Health and Aged Care Anne Ruston should also be commended, for putting older people above politics, passing the Act with bipartisan support.”

Australia’s population is ageing and we need to be ready, not only for the influx of Australians needing care, but to meet the expectations of care and choice of services that they will demand, and should expect of the sector.

While older people represent a diverse group with different socioeconomic backgrounds, there is a trend towards independent living as well as a demand for luxury inclusions and particular lifestyle offerings in aged care settings.

By legislating for the individual to be at the centre of the aged care experience, it is likely that providers will become even more responsive to consumer preferences.

When it comes to transitioning to the new legislation, given the sheer scope of changes under the new Act, providers need realistic transition times and support to implement these vital reforms.

The new Act replaces the previous Aged Care Act, which was drafted almost 30 years ago, in 1997.

“The number one priority for aged care providers is to improve the lives of older Australians, but they also face a mammoth task in transitioning,” said Tom.

“We can’t have a situation where parts of the new Act are implemented, with mandated requirements that simply can’t be achieved due to a lack of lead time.

“Failure would have a disastrous impact on the confidence of the sector. Everyone wants this reform to succeed, but that means a staged approach to implementation should be adopted. We only get one chance to get this right.”

With more than half of aged care providers currently losing money on every resident, while home care, which needs to grow substantially to keep up with demand, is variable at best, the new reforms must also consider financial viability concerns.

“We hope reforms under the new Act will bring sustainable financial security, so we can grow a sector that’s vibrant and meets the needs of Australia’s ageing population,” said Tom.

**Aged & Community Care Providers Association**  
[accpa.asn.au](http://accpa.asn.au)

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# Preparing for the strengthened Aged Care Quality Standards

## What providers need to know

While the introduction and final wording of the strengthened Aged Care Quality Standards is subject to the passage of the new Aged Care Act through parliament, providers will be expected to comply with them from the commencement date – so it's important to prepare now.

With the draft strengthened standards in circulation for some time, and the Aged Care Quality and Safety Commission indicating any further changes are likely to be minor, providers should already have an idea of upcoming reforms.

The contents of the draft have raised some concerns, particularly in relation to interpreting the requirements – but there are tools, resources, services and supports available to you now, to help you understand these new expectations.

### Resources to help you prepare

The Aged Care Quality and Safety Commission has an extensive range of free resources to help aged care providers navigate the changes. These include comprehensive guidance material, fact sheets, evidence guides and audit preparation information available on their website ([agedcarequality.gov.au/standards-guidance/intro](http://agedcarequality.gov.au/standards-guidance/intro)), which can be filtered to display the most relevant content.

In addition, the Aged Care Learning Information Solution (Alis) platform contains training modules and webinars to support preparation, with a range of formats available including books for First Nations and culturally diverse communities.

The Aged & Community Care Providers Association (ACCPA) also provides free support to our members in many ways, including:

- advice either by phone or email through our Member Support and Advisory Service
- an analysis spreadsheet that expands on the mapping of old to new requirements done by the Commission and includes a summary of what changes you might need to make
- a transition plan tool to step providers through the key actions and offer useful tips
- a tool for members to assess and report on compliance with the strengthened Standards through the Member Support Portal.

In addition, ACCPA offers a multitude of paid services for members and non-members including training, tailored consultancy, and quality systems that provide a suite of ready-made policies, processes and templates aligned to the strengthened Standards – so you don't have to do it alone.

ACCPA associate partners are also able to provide many support services and resources. Providers can find services they require from reputable businesses at ACCPA's associate partner online directory ([accpa.asn.au/partner-directory](http://accpa.asn.au/partner-directory)).

### The compliance approach

As auditing against the strengthened Standards will commence immediately they come into effect, it is recommended providers review the Commission's proposed methodology and evidence guides to ensure they are fully prepared.

Audits against the strengthened Standards will be conducted in three stages:

1. **Preparation.** A desktop review of information and documents provided in the Request for Information and Pre-Audit Preparation Tool followed by an initial planning meeting with the provider.



ACCPA offers a choice of robust and reliable quality systems to help providers maintain compliance against changing regulations.

2. **Delivery.** Detailed evidence is gathered through a combination of desktop and on-site activity to inform findings against the outcomes in the strengthened Standards.
3. **Reporting.** Preparation of the findings and determination of audit gradings based on the evidence gathered and analysed. The provider has a chance to respond to the findings included in a Preliminary Audit Report.

This methodology and use of a standard evidence guide will help drive a consistent audit approach.

It is important to note that until the strengthened Standards come into effect, providers will continue to be assessed against the current Standards.

The Commission has indicated they would expect to see practices beginning to align to the strengthened Standards during the transition period and will not penalise providers for this.

If you are an ACCPA member please email [membersupport@accpa.asn.au](mailto:membersupport@accpa.asn.au) or call 1300 222 721 for more information or to access any ACCPA services and supports.

**Amanda Allen, Head of Services,  
Aged & Community Care  
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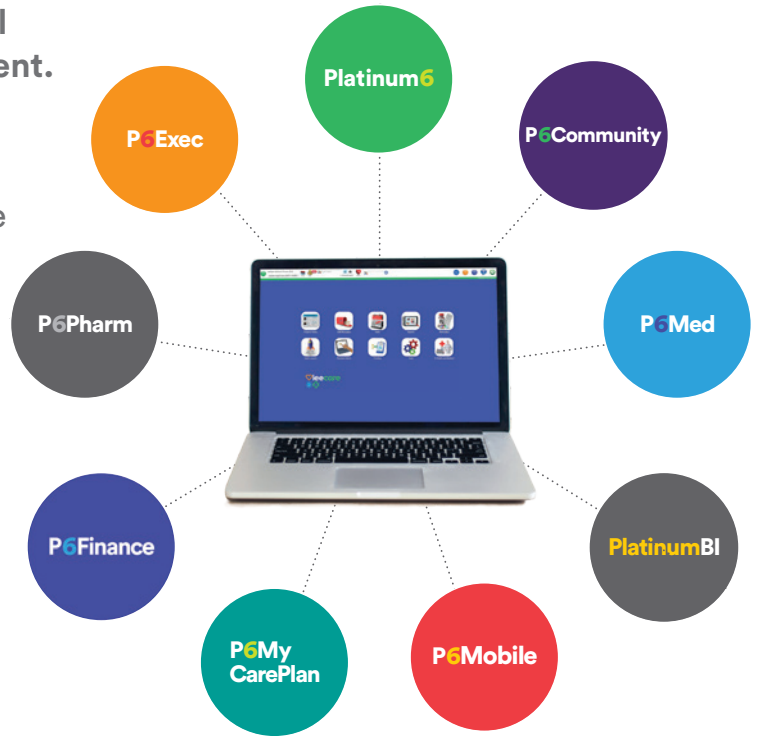
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# No need to wing it anymore

## Communication and presentation training for leaders

If you are someone who would rather do anything else than speak in public, you may have 'glossophobia'. The good news is you are not alone. Over 77 per cent of people experience some level of anxiety when tasked with speaking in public or presenting to an audience.

While most people, experience controllable feelings of nervousness and anticipation, others are burdened with an overwhelming dread, that can lead to a panic attack.

Almost all of us have a story of how we 'winged it', where miraculously without too much thought or extra effort, we sailed through a public speaking event or presentation, flying by the seat of our pants.

While exhilarating, these experiences can lead to a false belief that presentation skill training is not necessary. Unfortunately, this approach has a short shelf life.

Without adequate training to give you the knowledge and skills you need, you risk making a poor impression or delivering a subpar presentation, the next time.

All leadership positions, from team leaders to CEOs, require the ability to communicate effectively, influence organisational change, relay strategic vision, drive teams to action and present key information in an accessible manner. This may include the delivery of training, reporting findings, sharing insights with external stakeholders or pitching a new project to a board or executive team.

Committed to building leadership capacity in the aged care sector, the Aged Care & Community Providers Association (ACCPA) has developed a specific 'No Need to Wing It' bootcamp, ideal for individuals who want to gain confidence and be equipped to deliver clear, concise, meaningful and relevant information, in both virtual and face-to-face settings.

While we can all agree that one of the keys to success is confidence, it takes more than a repeated mantra of 'I know I can'. No Need to Wing It offers an opportunity to lay old fears to rest, and gain knowledge and practical techniques to up your presentation game.

Designed as six focused action learning sessions over two half-days, the training bootcamp is delivered in consultation with Scope Vision which has expertise in driving people and business to achieve success.

Maria-Jane Satterthwaite, founder and director of Scope Vision says, "Understanding how adults learn expands your knowledge on how to present and deliver information to stakeholders or to effectively facilitate a learning session so that everyone is engaged.



"Knowing how to establish and build rapport in virtual environments or face-to-face settings creates a relaxed competence where you are in control and able to focus on delivering key messages, without undue stress."

Leading by example, ACCPA invested in the No Need to Wing It bootcamp for its leaders and key staff as part of their professional development, with most participants giving it a five-star review.

ACCPA Director of Strategy and Representation Derek Dittrich, who participated in the bootcamp, reflected that the biggest learning for him was the re-introduction of the principles of adult learning and the advice on delivering presentations.

No Need to Wing It for leaders will be held 18 and 19 February 2025 and is also available as exclusive on-demand training for organisations interested in developing the capacity of their leaders.

Reach out to us at [training@accpa.asn.au](mailto:training@accpa.asn.au) to find out more about how we can support you.

**Tegan Roberts, Manager  
Learning & Professional Development,  
Aged & Community Care Providers Association  
[accpa.asn.au/event/no-need-to-wing-it](https://accpa.asn.au/event/no-need-to-wing-it)**

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# New ACCPA oral health training

## Essential knowledge for aged care workers

**Leonie Short has a career spanning decades as a dental therapist, researcher and educator. It's what still gets her up in the mornings, and it's her goal to see every aged care worker trained in oral health care.**

"Aged care workers predominately do not have adequate training in oral health care, but it is essential they do, because it's about so much more than having clean teeth," said Leonie, who for the past few years has focused on supporting older people through her Seniors Dental Care Australia initiative.

"Good oral hygiene helps people feel good about their appearance, it means they have a functional mouth for chewing and swallowing, and it supports speech – so improving oral health is about supporting general health and wellbeing, and overall self-esteem.

"Just like treating a wound, oral health care needs specific knowledge. Carers need a good understanding of teeth cleaning, dentures and products to achieve the best outcomes in the safest way possible.

"It also needs a trauma-based approach, because in many cases people have had negative experiences associated with dentistry, whether it's dental procedures or a lack of access to dental care in the past, which can create feelings of apprehension or anger."

With the strengthened Aged Care Quality Standards casting a spotlight on oral health, including a requirement for strategies for people with cognitive decline and dementia, as well as other considerations like the need for fluoride toothpaste, application of dental products and aids, and dry storage of dentures, training for aged care workers has never been more important.

Taking it a step further, Leonie says it's time for providers to reconsider their oral health policies and procedures and

ensure each aged care resident or home care client has an oral health plan.

With about 60 per cent of aged care residents having their own teeth or their own teeth with partial dentures, more people in aged care are retaining more of their natural teeth and there are more people with complex dental work – so a one-size-fits all approach is simply not effective.

"We talk about person-centred care, but our residential aged care homes are supplying the same toothbrushes and toothpaste to every resident, making the person in charge of purchasing also in charge of everyone's oral health care, which doesn't make any sense," said Leonie.

"What we need to be doing, is considering people's preferences, comorbidities and polypharmacies, as well as their previous dental work.

"Do they have dentures or partial dentures? Do they have implants, crowns, bridges or orthodontic retainers? Do they have cognitive impairment? What is the level of their mobility? All of this is crucial to understanding how to best manage oral health in the individual.

"But it may be as simple as purchasing a toothbrush with a handle for someone with arthritis."

ACCPA is filling this critical training gap with the new Oral Health Care for Seniors Masterclass, a two-hour online professional development opportunity delivered by Leonie.

"The training must be led by a qualified professional who understands modern dentistry and the complexities it poses," she said.

"However, we are also hoping to develop oral health champions in a train-the-trainer model in the future."



Leonie Short is passionate about oral health in older Australians.

Feedback from previous training has been outstanding – not just for upskilling but for general knowledge.

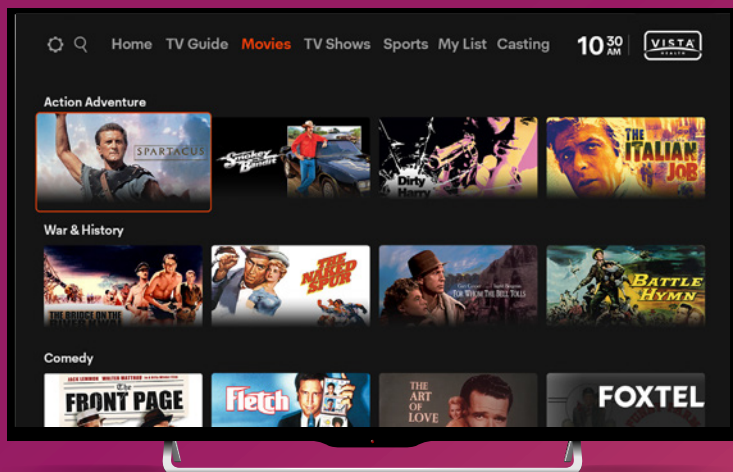
"We've had incredibly positive feedback with many participants saying they finally know how to clean their own teeth properly, but overall, they feel better equipped to manage the oral health of older people, and for me that's what it's all about."

The Oral Health Care for Seniors Masterclass is vital not only for personal care workers, but also nurses and allied health staff, as well as managers who have responsibility for policy development and procurement procedures.

The next Oral Health Care for Seniors Masterclass will be held Wednesday 12 February 2025 1-3pm AEDT. To enrol or find out more, visit [training@accpa.asn.au](mailto:training@accpa.asn.au)

**Linda Baracioli, Aged Care Today editor and Communications Advisor, Aged & Community Care Providers Association**  
[accpa.asn.au/event/oral-health-care-for-seniors-masterclass](https://accpa.asn.au/event/oral-health-care-for-seniors-masterclass)

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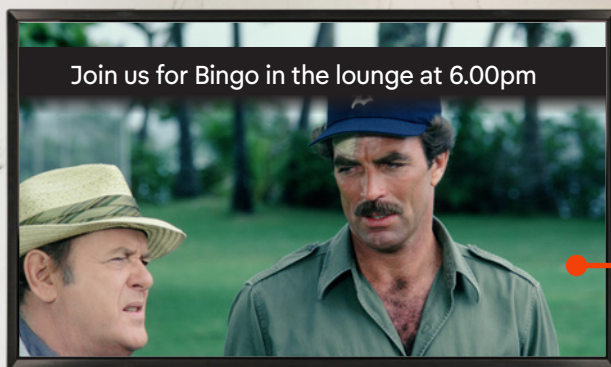


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# Revolutionising incontinence care

## ACCPA's micro-credential program achieves outstanding success

**The Aged & Community Care Providers Association (ACCPA) has made a significant impact in Queensland's aged care sector with its Incontinence Micro-Credential Program. Designed specifically for registered nurses (RNs) and personal care workers (PCWs), this online program has achieved remarkable success enhancing the quality of care for older Australians.**

Incontinence is a prevalent issue among older adults, affecting their dignity, comfort and overall wellbeing. However, many caregivers lack the necessary skills and knowledge to provide effective incontinence management.

This comprehensive online training program has empowered aged care professionals with the knowledge and skills necessary to provide dignified and effective continence care, improving the quality of life for thousands of older Australians.

ACCPA's eLearning program has addressed a critical need in the sector, equipping RNs and PCWs with the expertise to deliver high-quality, person-centred care. Since its commencement, the Incontinence Micro-Credential Program has granted more than 1,000 RNs and PCWs with access to specialised knowledge and expertise in incontinence care, improving their overall competence.

By completing the program, participants contribute to better care experiences for older Australians and earn a digitally recognised credential, demonstrating sector-wide expertise and portability. RNs and PCWs have also demonstrated increased confidence in their ability to provide incontinence care, leading to better job satisfaction.

The program's success has garnered recognition from Queensland-based home care provider, Five Good Friends, with the Manager of Nursing and the Welcome Team, Amos Sharan, sharing his feedback on this valuable learning resource.

One of the most significant challenges Amos and his team face when managing incontinence is ensuring they can accurately assess the unique needs of each member and tailor solutions accordingly. "Managing the dignity and comfort of our members, particularly those with mobility or cognitive impairments, requires staff to have a deep understanding of incontinence products and techniques. Ensuring our care aligns with individual preferences while maintaining high-quality standards can also be complex," he said.

"The learners who are actively participating in the training have found it valuable, and I find the resources available in the toolkit very helpful, especially for our nurses when discussing intervention methods in cases of incontinence.

"Since undertaking the incontinence training our team is already feeling more confident in their ability to assess continence needs and recommend suitable solutions. We will continue to monitor the long-term impacts of this training on member outcomes and adjust as needed.

"Given the positive impact the training has had on our current nursing team, I would definitely consider enrolling more staff in the future. The practical insights and resources provided, such as the toolkit, have been invaluable, and I believe extending this knowledge to other team members will continue to enhance the quality of care we provide."

Reenie Doyle, Home Care Coordinator at Darling Downs Health also shared her experience with our program, providing invaluable insights from a learner perspective.

"I enjoyed completing the Incontinence Micro-credential Program and felt I learned some skills for my role as a Community Care Coordinator for over 65-year-olds in the community. I feel I have a broader understanding of the types of incontinence and how this can impact people's daily lives," she said.

"Overall, I am pleased I completed the modules and would be happy to complete more training modules with ACCPA."

ACCPA's Incontinence Micro-Credential Program has improved incontinence care in Queensland, empowering RNs and PCWs to deliver exceptional care. As the aged care sector continues to evolve, programs like this will remain essential in ensuring older Australians receive the dignity, respect and quality care they deserve.

Building on the program's success, ACCPA plans to expand the program reach in 2025 by offering the micro-credential program to a broader audience, including other states and territories.

ACCPA would like to acknowledge TENA's crucial role as subject matter experts for the Incontinence Micro-Credential Program. TENA are the global leaders in incontinence care and have provided unparalleled expertise and quality in continence management education.

This micro-credentialing program is part of the Queensland Government's Good people. Good jobs: Queensland Workforce Strategy 2022–2032 ([qld.gov.au/workforcestrategy](http://qld.gov.au/workforcestrategy)).

The Incontinence Micro-Credential Program is one of ACCPA's comprehensive workforce programs and initiatives being offered in 2025. Information on the national program expansion in 2025 can be found on ACCPA's Workforce Hub.

**Alexandra Harrison,**  
**Marketing & Communications Advisor (Programs)**  
[employment.agedservicesworkforce.com.au](http://employment.agedservicesworkforce.com.au)

# Embracing diversity, enhancing care, enriching lives

## ACCPA and the Fronditha Care Foundation unite for cultural diversity in aged care campaign

Culturally and linguistically diverse (CALD) individuals are integral to Australia's aged care workforce, with over 50 per cent of workers from diverse cultural backgrounds, most of them working as personal care assistants.

There is also a high proportion of older people accessing aged care services who are from CALD backgrounds – around one in four people receiving home care and one in five people in residential aged care – many of whom have limited English and appreciate interactions in their mother tongue.

With our ageing population and the aged care sector's projected growth, combined with existing high vacancy rates in direct care roles, there will likely be a steady increase in recruitment from CALD communities into the future.

To help the sector continue to secure and retain these workers, it's essential that service providers create welcoming and safe workplaces free from discrimination in relation to CALD employees.

Cultural diversity discrimination is a prevalent issue in our sector, posing significant risks to caregivers, organisations and care recipients.

Manifesting as stereotyping, cultural insensitivity, lack of representation or inadequate training, this issue undermines worker wellbeing, job satisfaction and staff retention. Furthermore, it can lead to isolation, exclusion and compromised care quality when older Australians refuse care from culturally diverse workers.

The sector has a duty of care to support all workers and ensure workplaces are free from racial discrimination and offer an inclusive environment for all staff. All those providing care to older Australians need to be valued, respected and supported.

According to the Diversity Council of Australia, workplaces are happier and more effective when diversity is embraced, and the organisation and employees actively build inclusion. This will foster respect and a sense of belonging, allowing staff to focus on providing high-quality, person-centred care.

The Aged & Community Care Providers Association (ACCPA) recognises the importance of cultural diversity in aged care and, together with the Fronditha Care Foundation, we have launched a dedicated campaign to promote cultural diversity within the Australian aged care workforce.



Fronditha Care's Cheremia Antonio is a personal care worker who features in the new Cultural Diversity in Aged Care campaign.

The Cultural Diversity in Aged Care campaign aims to raise awareness of discrimination in the sector and foster a culturally inclusive workforce.

As part of the campaign, ACCPA has developed a range of resources and tools to strengthen the sector's capacity to support cultural diversity.

Targeted towards providers and aged care workers, as well as older Australians and their family members, the resources include practical guides, checklists, tips and roadmaps to help prevent discrimination and encourage inclusivity.

Available on ACCPA's Workforce Hub, these resources aim to support workers experiencing discrimination, empower providers to tackle this issue and foster a positive work environment, as well as educate older Australians and their families.

Fronditha Care CEO Faye Spiteri OAM explains why this initiative is important.

"Key to supporting the Fronditha Care Foundation's vision – for every older Australian to receive the care, support and resources they need to lead a life of dignity, vitality and wellbeing – is collaboration," she said.

"We're committed to partnerships that contribute substantially to the improvement of service delivery across aged care; our partnership with ACCPA does this through the cultural diversity campaign.

"Our collaboration on this project is focused on strengthening sector capacity to support Australia's culturally diverse workforce and sheds light on the role aged care organisations play in providing a safe and inclusive environment for all."

As part of the campaign's launch, ACCPA and the Fronditha Care Foundation are proud to share a powerful video highlighting the vital contributions of aged care workers from diverse cultural backgrounds.

The video celebrates the culturally diverse aged care workforce and features staff from Fronditha Care in Victoria sharing their valuable insights and best-practice diversity stories.

The video format is one way we can bring attention to cultural diversity in the aged care workforce, and emphasise the importance of respect, inclusivity and appreciation for their life-changing work.

Embracing diversity is the cornerstone of a truly inclusive workplace, where every aged care worker feels valued, respected and empowered to deliver exceptional, person-centred care.

ACCPA and the Fronditha Care Foundation invite aged care workers, providers, consumers and other sector stakeholders to support the Cultural Diversity in Aged Care campaign by accessing and making use of the campaign video and resources on ACCPA's Workforce Hub.

Together we can promote inclusivity and enhance cultural understanding. Everyone's contribution, regardless of their cultural identity is essential to our sector's growth and success.

**Alexandra Harrison, Marketing & Communications Advisor (Programs), Aged & Community Care Providers Association**  
[employment.agedservicesworkforce.com.au/culturaldiversity](http://employment.agedservicesworkforce.com.au/culturaldiversity)



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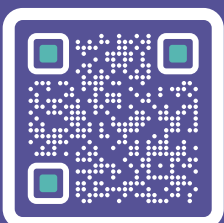
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# A leader's innovation journey

## Byron Shire Respite Service CEO shares his experience

**The aged care sector in Australia is evolving rapidly, with increasing demands for quality services, effective leadership and innovative strategies. For leaders working in this sector, staying ahead of these changes is crucial.**

Peter Devine, CEO of Byron Shire Respite Service, is navigating the challenges of the reforms by embracing the changes.

His decision to attend the Aged & Community Care Providers Association (ACCPA) Strategic Innovation Program – an initiative of the innovation network known as InnovAGEING – was driven by a curiosity to engage with a program that is helping leaders develop innovative solutions for long-term growth in the sector.

ACCPA partnered with Crazy Might Work to deliver the inaugural program in August, and it was our pleasure to support the facilitator Chief Combobulator Paul Hawkins, who has formal qualifications in education, business and innovation and is accredited in neuroscience and appreciative inquiry. His PhD is in breakthrough innovation and his passion is bringing leadership lessons from frontiers like space to the workplace.

Together we worked through the program to unlock participants' creative genius and inspire innovative solutions, confronting blind spots and reimagining organisational business models – working with amazing people like Peter.

"After attending the sessions, I walked away really inspired. I filled a wall with ideas from the workshop – my own drawings, notes and some of Paul's slides," said Peter.

"Over the course of two meetings, our leadership team and I have gone through this 'vision wall' and my key takeaways from the workshop.

"Following one of the meetings our operations coordinator, completely focused on systems thinking, even

began sending me messages about new insights she's discovered."

The focus of the program on neuroscience, strategy and innovation was a key motivator for Peter. One of the standout features for him was its emphasis on practical, actionable strategies that could be directly implemented within his business.

"We've already started implementing some of the concepts and processes we learned, like analogous inquiry and appreciative inquiry," he said.

"We picked out key elements that spoke to us as a leadership team, and we're focusing on embedding those into our operations. One example is using a mind map approach to innovate not just with our core group but also involving stakeholders more deeply."

Peter said one of the most valuable aspects of the ACCPA Strategic Innovation Program was experiencing a new way of connecting strategy and innovation. He initially attended with a specific strategic problem – how to expand his organisation in a healthy manner – but soon realised the program was less focused on the strategy and more focused on rethinking the approach.

This realisation challenged Peter to rethink his focus and to reflect on the organisational issues within Byron Shire Respite Service that were potentially more receptive to the concepts and processes being discussed in the program.

By the end of the first day, he had set aside his original problem and had spent time in reflection, walking around Sydney deep in thought and completely reworking his approach. He returned the next day with a new set of questions and a refreshed mindset.

Networking was also a major benefit of the program. Peter found that connecting with other leaders in the sector who were facing similar

challenges gave him fresh perspectives and new ideas.

"Another leader in attendance of the program connected me with the head of technology from another organisation," he said.

"We bonded over a practice he had been able to implement, which I had previously been told wasn't possible.

"We exchanged information and he insisted I reach out if I ever needed anything or wanted to bounce an idea off of him, so making that connection was fantastic."

Peter's experience at the ACCPA Strategic Innovation Program highlights the importance of continuous learning and strategic thinking within the aged and community care sector.

The program offered a unique opportunity to participate in a program based on the principles of neuroscience, systems thinking and design theory.

Participants like Peter gained valuable insights into utilising a collection of concepts and systems to creatively address key questions and issues.

Moving forward, Peter and the team at Byron Shire Respite Service look forward to continuing the journey of innovation as they embrace change and evolve along the way.

"Overall, the experience was incredibly valuable and has already had a significant impact on our team's way of thinking and working, I'd absolutely recommend the program to other aged care leaders."

For details about the ACCPA Strategic Innovation Program or dates for 2025, please email [innovageing@accpa.asn.au](mailto:innovageing@accpa.asn.au)

**Julie Anderson, Head of Innovation – Services & Sector Capacity, and Omeed Shahriari, Marketing & Communications Coordinator, Aged & Community Care Providers Association [accpa.asn.au/innovageing](http://accpa.asn.au/innovageing)**

# The biggest aged care event in Australia shines again



**ACCPA NATIONAL CONFERENCE - IT'S A WRAP!**

A record 2,450 delegates were in attendance.



Minister for Aged Care Anika Wells gave a keynote address.



Delegates participated in important discussions.

**The 2024 Aged & Community Care Providers Association (ACCPA) National Conference has cemented its place as the premiere aged care services industry event in Australia. A record 2,450 delegates gathered at the Adelaide Convention Centre 23-25 October to hear the latest approaches to aged care – from innovation and technology, governance and workforce, finance and reforms, and everything in between.**

Speakers with expertise in their field, including representatives from ACCPA partners, offered insights and inspiration – part of a carefully curated program to offer delegates the opportunity to hear first-hand about the issues that will impact them and how to pivot for success.

On day one, keynote speaker Minister for Aged Care Anika Wells gave an address on the Australian Government's commitment to excellence in aged care, while later in the conference Shadow Minister for Health and Aged Care Anne Ruston presented the opposition's vision for aged care.

Outstanding panel discussions gave delegates a lot to think about, including a conversation on strategies to secure the future sustainability of the industry, presented by Grant Corderoy (Senior Partner, Stewart Brown), Mary Patetsos AM (Member Aged Care Taskforce), Michael Lye (Deputy Secretary for Ageing and Aged Care, department of Health and Aged Care) and Tom Symondson (CEO, ACCPA).

Panels on the strengthened Aged Care Quality Standards and the future of dining and nutrition in aged care also proved popular, as well as panel on quality in aged care with Aged Care Quality and Safety Commissioner Janet Anderson PSM and Complaints Commissioner Louise Macleod, Acting Inspector-General of Aged Care Ian Yates AM, Eldercare Chief Executive Jane Pickering and Bapcare CEO Geraldine Lannon.

The event also welcomed leaders from international aged care organisations in South Africa, Canada and Scotland, and leaders of the International Federation on Ageing as well as Ageing Asia, to explore diverse approaches and solutions to the evolving landscape of aged care.



Innovation and technology featured strongly.

Tony Jones – one of the ABC’s most respected journalists and the host of Q & A on ABC TV – reprised his role as Master of Ceremonies with finesse, while celebrity landscape architect Jamie Durie OAM gave a keynote address on the role of outdoor spaces in wellbeing, and retired soccer player and human rights activist Craig Foster AM shared his perspective on aged care.

Concurrent sessions allowed delegates to select topics most relevant to them – including home care, community care, dementia care, palliative care, leadership, mergers and acquisitions, and business strategies for regional, rural and remote providers – while this year there was a spotlight on retirement living and seniors housing.

Fishbowl conversations gave delegates the opportunity to engage in conversation, around issues such as cultural immersion, the new Aged Care Act, migration and workforce, and the upcoming Support At Home program.

Delegates also benefited from discovering new ideas and trying new products from trade hall exhibitors, with a record

193 booths and over a dozen sponsored areas, showcasing the latest on offer.

ACCPA wishes to thank everyone who participated in the conference, either as a speaker, facilitator or a delegate, as well as all sponsors that supported the event, in particular diamond sponsors Visa Executive and Martian Logic, and platinum sponsors Alaya Care, Ausmed, Swift, The Lookout Way and Westpac.

Next year’s ACCPA National Conference will be held 30 September to 2 October on the Gold Coast – we look forward to seeing you there.

**Susie Tillotson, Head of Learning & Events,  
Aged & Community Care Providers Association**  
[nationalconference.accpa.asn.au](http://nationalconference.accpa.asn.au)



Learning new things at the trade hall.



Commissioner Janet Anderson PSM (left) participated in a panel session.



Recognising the outstanding individuals, teams and organisations who make the retirement living, aged and community care sectors shine.

# Ben excels as a home support worker

## From Hong Kong to Australia

**A former marathon guide runner for the visually impaired is now sharing his inspiring spirit motivating aged care clients in Adelaide.**

Ben (Fo To) Wong is proud to be a home support worker with Accept Care in Adelaide, with his enthusiasm and commitment to his clients making him a standout finalist in the Aged & Community Care Providers Association (ACCPA) Excellence Awards 2024 (these awards will be known as the You are ACE! Awards in 2025).

Accept Care General Manager Rima Niemz says Ben's transition to working in Australia's aged care system has proven very successful, and he is a true delight.

"Ben's story is beautiful, he's a migrant from Hong Kong who has always volunteered in community work. He's lived such an inspiring and amazing life," said Rima.

"He's been absolutely remarkable, his determination and willingness to learn and be the best he can be to deliver excellence services to the people that he supports is admirable.

"Ben started out doing domestic assistance and we saw amazing potential from the get-go. We supported Ben through various education and training programs so he was able to do more of the social support and transport and personal care. Everybody who meets Ben asks for him to come back."

Ben was born in Hong Kong and arrived in Australia in 2015. He began working at Accept Care in 2020 after spending five years caring for his mother who had health challenges.

"I love this job and I love the people," said Ben who is delighted at being named a finalist in ACCPA's Excellence Awards.

Ben's work involves direct care for older Australians and people with a disability who receive home care packages. He works around 30 hours a week and treats his clients with the respect and care he would show to his own mum.

Ben especially enjoys seeing the emotional and physical improvement of socially isolated clients who over time become more active with encouragement.

"For me, it's not just a job. This is my first work in Australia and I'm lucky because I have really good support and training. I'm glad they gave me the opportunity," Ben said.

"A client I see two times a week, I started taking him to the gym and outside for a walk. He's now getting fit and he's really different from before. It makes me happy."

**Linda Baracioli, Aged Care Today Editor and Communications Advisor, Aged & Community Care Providers Association**

[accpa.asn.au/accpa-excellence-awards](https://accpa.asn.au/accpa-excellence-awards)



ACCPA SA State Manager Daniela Ciccarello presents Accept Care's Ben (Fo To) Wong with his Excellence Awards certificate.



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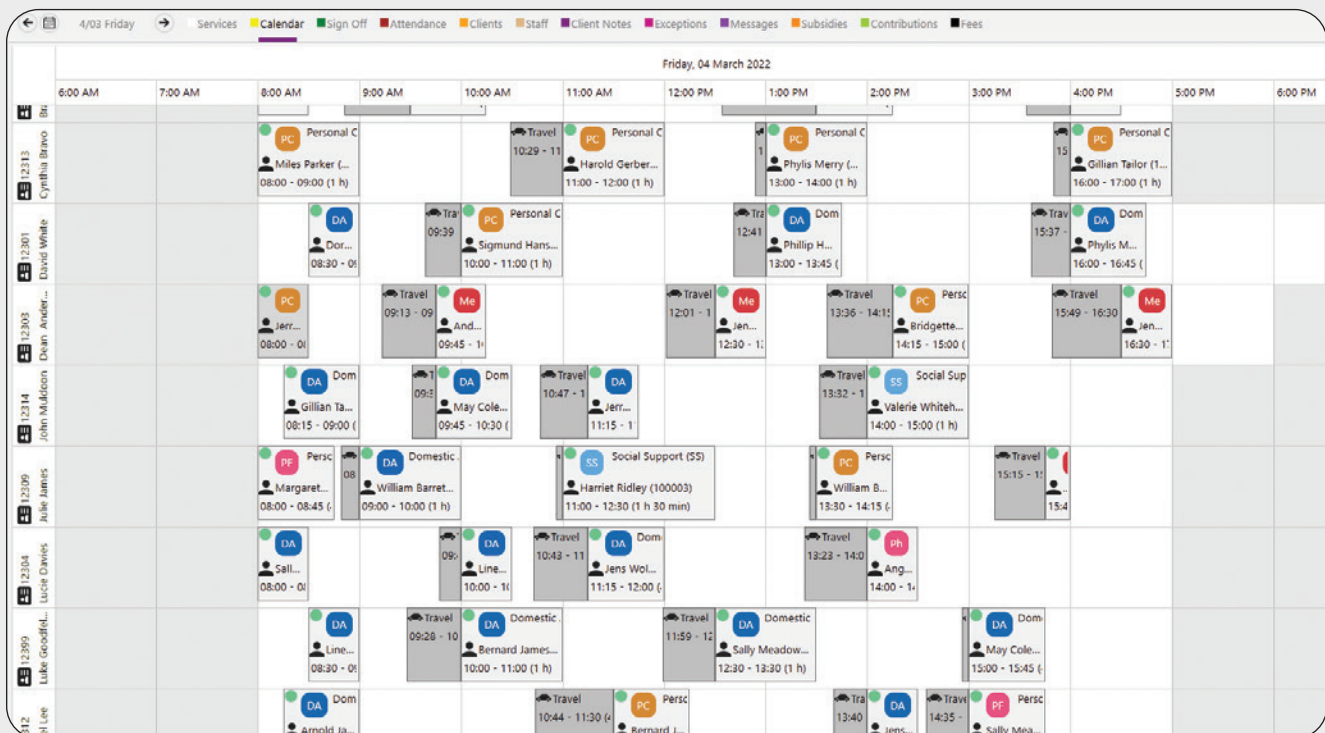
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- Your organisation maintains compliance while delivering quality services to your clients.
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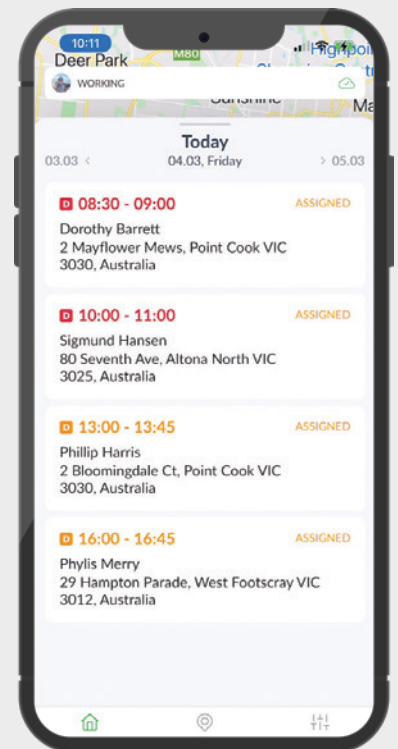
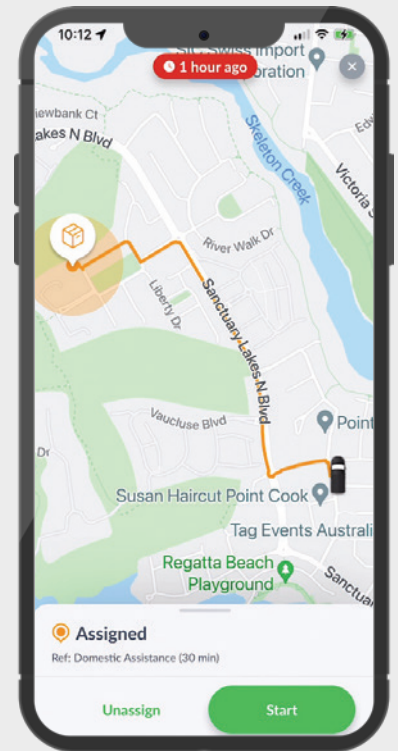
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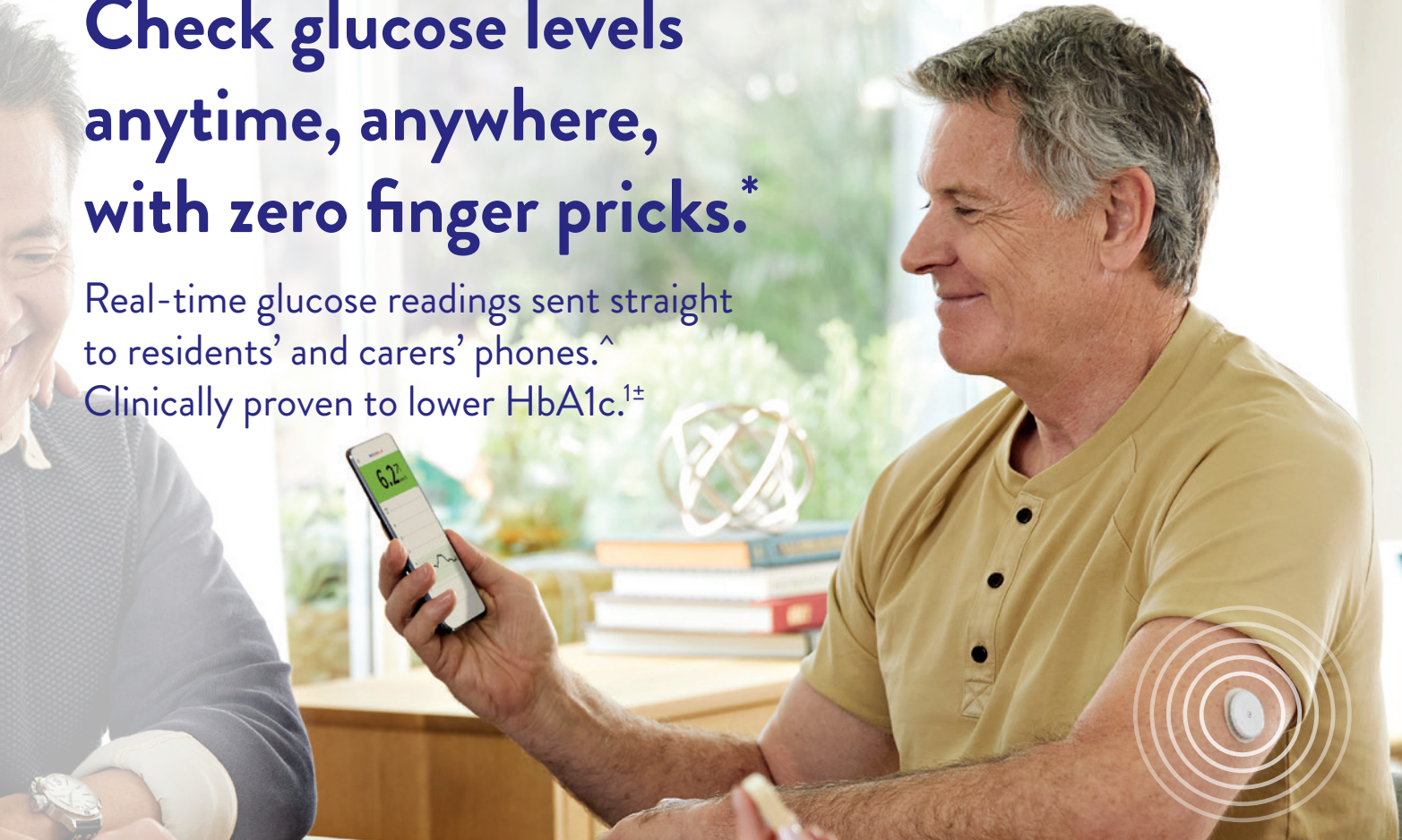
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1. Evans M. et al. Diabetes Ther. 2022; 13(6): 1175-85.

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# Redefining healthy ageing through collaboration

## Aged care providers invited to join new network

**LiveUp, an online healthy ageing initiative run by the not-for-profit organisation iLA, has launched Friends of LiveUp – a new network designed to improve access to positive ageing information for older Australians, their families and carers.**

This initiative brings together key organisations and leaders in the aged care sector to help older people live healthier and more independent lives.

The network's first member, COTA Australia, marks an important milestone in building collaborative partnerships across the aged care sector.

By joining forces through Friends of LiveUp, LiveUp aims to streamline access to trusted information, expert advice and practical resources that support older Australians as they navigate the challenges of ageing.

### Addressing a critical need

A major hurdle in accessing aged care is the sheer volume of information about ageing, which can overwhelm older Australians trying to find reliable and easy-to-understand content that is relevant to them.

Friends of LiveUp addresses this challenge by connecting users with trustworthy resources, ensuring older people can confidently make informed choices about their health and wellbeing – available at LiveUp's one-stop-shop website.

Andrea Morris, General Manager of iLA, which aims to support the community to make genuine and informed decisions through the provision of independent information, navigation and capacity building initiatives, says the collaboration is an important initiative that will benefit older Australians.

"Friends of LiveUp is an exciting step in approaching healthy ageing in Australia, and by joining forces with organisations like COTA Australia, we are setting a new standard for collaboration."

As part of the initiative, partner organisations can feature their content on the LiveUp website, broadening their reach to a larger audience of older people and their support networks.

This collaboration ensures users are directed to reputable sources and campaigns, helping them find the right information at the right time.

### COTA Australia leads the way

COTA Australia, the peak advocacy organisation for older Australians, is the inaugural member of Friends of LiveUp. This partnership sets the tone for other organisations in the sector to join the collaborative effort.

The involvement of COTA Australia strengthens the credibility of the Friends of LiveUp initiative, reinforcing LiveUp's position as a trusted resource for information that empowers individuals to manage their health and wellbeing more effectively.

COTA Australia's CEO, Patricia Sparrow, emphasises the value of this partnership, "We are thrilled to be the first Friends of LiveUp partnership, working together to promote healthy ageing in Australia.

"The importance of empowering older people to make informed decisions about their health and wellbeing cannot be underestimated.

"We all deserve to age well – this network will no doubt help many Australians to do that."

### Building a network for the future

This model encourages knowledge sharing and resource coordination,



amplifying the collective impact of the sector.

Friends of LiveUp is just the beginning of a larger collaborative movement. As more organisations and peak bodies join, the network will create a unified voice in promoting healthy ageing across Australia.

By strengthening collaboration, Friends of LiveUp will enhance the aged care sector's ability to support an ageing population, helping older Australians have access to the guidance they need to live healthier, more independent lives.

We look forward to growing this network, inviting other organisations to join this united approach to information about care, services, and wellbeing advice.

Together, our partners will reshape the landscape of healthy ageing in Australia, driving long-term benefits for both the organisations and the individuals they serve.

For organisations and individuals to learn more about the Friends of LiveUp network, contact [communities@liveup.org.au](mailto:communities@liveup.org.au)

**iLA**  
[ilaustralia.org.au/rethink-ageing/liveup](http://ilaustralia.org.au/rethink-ageing/liveup)

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The Pure Food Co foods and support system is designed to help aged care providers meet and exceed the Strengthened Aged Care Quality Standards, coming July 2025.



# A renewed emphasis on person-centred care

## And why it's so important

**In the realm of aged care, the concept of person-centred care stands as a beacon of compassion and respect, with its importance is now elevated under the strengthened Aged Care Quality Standards.**

At the core, person-centred care prioritises the needs, preferences and experiences of individuals, ensuring they are not just passive recipients of care but active participants in their own lives.

This approach is crucial, as it transforms the often clinical atmosphere of residential aged care into nurturing environments where dignity and personal experiences matter.

### Carol's journey

For instance, let's look at the story of Carol, an 82-year-old woman with a rich history of experiences – from her time as a schoolteacher to her passion for gardening.

When Carol moved into an aged care home after her health deteriorated, she felt lost amid the structured routines. Initially, her days were filled with generic activities that didn't resonate with her passions or memories.

However, the staff soon recognised the importance of understanding her background. They began to engage Carol in conversations about her teaching career, leading to the idea of starting a weekly 'story time' where residents could share their life stories.

The staff also organised a small garden club for residents with a similar interest, where they could plant seeds in pots and share tips, allowing for social interaction and sensory enjoyment.

This not only invigorated Carol, with her smile and laughter returning, but also fostered connections among the residents, enriching their community.

### The strengthened standards

Under the strengthened Aged Care Quality Standards, there is a greater emphasis on individualised care under 'Outcome 1.1: Person-centred care'.

It requires aged care providers to ensure older people feel safe, welcome, supported and understood, as well as requiring them to establish strategies for:

- assessing an older person's background, culture, diversity, beliefs and life experiences and using these to inform the care and services provided to that individual
- recognising and understanding older people's individual communication needs and preferences

- recording whether an individual identifies as Aboriginal or Torres Strait Islander
- providing culturally safe, trauma-aware and healing-informed care
- supporting individuals to develop and maintain social connections, including with their community of origin.

### The benefits for individuals

Person-centred care is not only about adjusting activities to suit an individual; it's also about truly listening and adapting the care environment to honour a person's background and personality.

For older people, feeling seen and valued can have a profound effect on their mental and emotional wellbeing.

Research shows that when care aligns with a resident's personal history and preferences, it can reduce feelings of isolation, improve mood and even contribute to better physical health.

When providers embrace person-centred care, residents report a greater sense of satisfaction and comfort.

Care staff also experience a deeper sense of purpose, as they connect on a more personal level with those they support. This mutual respect and understanding fosters an atmosphere of empathy and compassion, which can transform the aged care experience for everyone involved.

### The benefits for the aged care home

Person-centred care doesn't just benefit individual residents; it enriches the entire aged care community.

By focusing on each person's unique needs, the facility becomes a more vibrant, dynamic space where residents feel empowered to share their stories and continue their passions.

This approach not only promotes a culture of inclusivity but also builds a sense of community, where every resident feels valued.

For instance, introducing tailored activities, such as gardening clubs for former gardeners or book clubs for avid readers, can reinvigorate a resident's sense of purpose and joy. In doing so, providers can cultivate an environment that fosters independence, respect and a renewed sense of identity among residents.

This is a transformative approach that upholds the dignity and individuality of each resident, creates a more nurturing environment and builds a more compassionate community.

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Dr Tim Henwood and Dr Tuire Karaharju-Huisman at the 2024 ACCPA National Conference.

## The value of rehabilitation and reablement

More functional independence and less pressure on health services is a win-win

**Eighteen months ago, I sat with a group of fellow physiotherapists as we discussed the impact of the AN-ACC funding and the opportunity for improved care given the new model's focus on a client-centred approach, but our vision of best-practice care has not been delivered.**

In fact, a survey by Allied Health Professionals Australia (AHPA) in 2023 found that many allied health practitioners have had a change in their work since introduction of AN-ACC, reporting reduced hours and lost roles.

More than half of the respondents to the survey reported a significant decrease in the services provided, which has impacted both the allied health professionals and their passion for aged care, as well as the residents who have been negatively impacted, particularly in relation to the increased rates of falls and pain levels.

Indeed, most of the respondents expressed great concern for the future of allied health in residential care, associated with decreased quality of care, as well as safety of residents.

With the data available, and the many reports in the media on the consequences of reduced rehabilitative services, I thought that it was worthwhile to revisit the topic of allied health and its importance.

During the 2024 ACCPA National Conference, I sat down with an old friend of nearly twenty years, Dr Tim Henwood, an exercise physiologist and principal consultant at AgeFIT Solutions, who is also a passionate advocate for allied health services in all areas of aged care.

Tim summarises the issues clearly, saying, "Aged care providers continue to facilitate low participation, prioritising care (domestic and personal) over allied health, which means wellbeing and independence tend to decline.

“In residential aged care, the move to AN-ACC has meant providers have halved their allied health commitment, negatively impacting client pain, falls and mobility.”

When looking to the future, Tim sees allied health and exercise therapies as a necessity. “Allied health and exercise therapies are the only effective countermeasures to physical decline and loss of independence,” he said.

“When delivered under an evidence-based framework, a multidisciplinary allied health approach can not only restore a client to functional independence, but can reduce health service utilisation, social disengagement and mental health decline.”

In September 2024, the Australian government released information about further aged care reform with a focus on the new Support at Home program, helping people to retain their independence and remain in their homes as they age, with an investment of \$5.6 billion in a reform package.

The new Support at Home package has outlined three items or funding: ‘clinical care’ (e.g. allied health, nursing care and restorative care), ‘independence’ (e.g. help with showering, getting dressed or taking medications), and ‘everyday living’ (e.g. cleaning, gardening, shopping or meal preparation).

While we celebrate that allied health and restorative care services are a priority service for the government, with the

aim to fully fund this service, we also need providers to have incentives for their delivery.

Providers must understand that with no new residential aged care beds on the horizon, an increasing number of low functioning older adults will remain living in the community with increasing care needs. Without an appropriate reablement plan, providers will undoubtedly experience increasing poor health among their community clients, further fuelling aged care staff shortages and stress.

“With the strengthening of the Aged Care Quality Standards to reinforce the importance of consumer independence, reablement, physical and mental wellbeing, and evidence-based practice, all providers must adopt allied health and therapy models of care,” Tim concludes.

The new age care reform brings in an opportunity to finally fulfill a vision for a world-class aged care system for Australia. If all providers engage allied health professionals in providing patient-centred, evidence-based, best-practice services, together we can enhance quality of life for every older person who accesses aged care.

**Dr Tuire Karaharju-Huisman, Physiotherapist, Accredited Exercise Physiologist, HUR Australia**  
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# Love your brain

## Lowering the risk of stroke in older people

World Stroke Day, on 29 October, brought an urgent call to action: be active every day to lower your risk of stroke. As the leading cause of disability worldwide, stroke affects over 12 million people annually, with as many as 90 per cent of cases preventable.

A stroke can have catastrophic health impacts, from long-term disability to mental health challenges and, in some cases, death. Prevention remains essential to reducing the significant burden of stroke on individuals, families and healthcare systems.

A recent article in *The Lancet Neurology* highlighted that stroke prevention is achievable with improved health lifestyle behaviours, including smoking cessation and reduction of alcohol, salt and sugar.

Increasing physical activity and improving your diet are other key components for better health, and reducing the risk of stroke.

In Australia, two in three adults have overweight or obesity, a statistic that highlights the need for greater awareness around lifestyle changes. A balanced diet and regular physical activity can significantly reduce the risk of stroke while boosting overall health.

The bottom line is, by making small changes, people can reduce their risk of stroke. As a nation and as an aged care sector, we should be prioritising stroke prevention by helping older people make healthy choices every day.

### Learn more, take action and prevent stroke

Love Your Brain is a free digital platform to empower people to take action to prevent stroke, developed by Monash University, the Stroke Foundation and the University of Tasmania.

Aiming to increase awareness of stroke risk factors and encourage simple steps towards better health, the platform engages users with evidence-based content via emails, text messages and an online course. Our stroke prevention digital platform is suitable for people who have never had a stroke or major heart event. This includes older people, their families and people working in aged care.

Love Your Brain includes access to the digital platform for 12 weeks and two surveys. Participation could be from a



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### WHO CAN JOIN?

- ✓ Aged 18+ years
- ✓ No history of stroke or major heart event
- ✓ Have an email address
- ✓ Familiar with using the internet

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LoveYourBrain@monash.edu

Scan the QR code  
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Or visit:  
[redcap.link/LoveYourBrain](https://redcap.link/LoveYourBrain)

Principal Investigators: Prof Monique Kilkenny and Prof Seana Gall  
This project has been approved by Monash University Human Research Ethics Committee

few minutes per week to as much as participants would like to be involved.

Over the 12 weeks, participants will receive information about stroke, hear stories from people who have had a stroke, and receive tips on how to reduce their risk of stroke – valuable information that can be shared with aged care clients.

Stroke changes lives in an instant, and the knowledge gained from the digital platform may benefit participants personally or those they work with. Together we can help to share the message of stroke prevention.

To access Love Your Brain, or to find out more visit: [redcap.link/LoveYourBrain](https://redcap.link/LoveYourBrain)

**Professor Monique Kilkenny, Monash University, and  
Professor Seana Gall, University of Tasmania**  
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# Wicking Dementia Research and Education Centre

## Study with us in 2025

Studying with us means joining a community dedicated to transforming dementia care through education and research.

Here are four reasons why you should study with us:

1. **Expertise and innovation:** We are a global leader in dementia education and research, our courses are designed by experts who are at the forefront of dementia studies, ensuring you receive the most current and comprehensive knowledge.
2. **Flexible learning:** All courses are fully online, allowing you to study at your own pace.
3. **Practical and relevant:** The courses are tailored to provide knowledge that can be immediately applied in real-world settings.
4. **Career advancement:** Completing an award course can enhance your career prospects by equipping you with specialised skills and knowledge. It demonstrates your dedication to professional development and your commitment to making a difference in the lives of those living with dementia.

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**Audience:** Carers, aged care, community and health industry workers, and anyone interested in dementia care

**Focus:** Provides knowledge to improve the care and safety of individuals living with dementia and their families

### Diploma of Ageing Studies and Services

**Format:** Fully online, eight-unit program

**Audience:** Those working with older adults in aged care, health care, or community-based roles

**Focus:** Offers holistic knowledge around the needs and complexities of the ageing population

### Bachelor of Dementia Care

**Format:** Fully online degree

**Audience:** Individuals seeking specialized knowledge in dementia care

**Focus:** Provides skills and knowledge based on the latest research to enhance care practices in the health and aged care sectors

### Master of Dementia Program

**Format:** Flexible, online postgraduate program

**Audience:** Professionals seeking a comprehensive understanding of dementia

**Focus:** Offers a global perspective on dementia, providing strategies to improve the quality of life for people living with dementia

When you choose to Study with the Wicking Dementia Centre in 2025, you are not only advancing your own education, but also contributing to a broader mission of improving the quality of life for people living with dementia and their families. Join us in making a meaningful impact in the field of dementia care.

UNIVERSITY of TASMANIA

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Dementia Research and Education Centre



For more information  
visit [utas.edu.au/wicking](https://utas.edu.au/wicking)



# Hip fracture care vital for improved outcomes

## New study reveals benefits of a best-practice approach

**Hip fractures are common and their impact can be substantial, but with quality care, patient outcomes are improving and risk of death is decreasing.**

“Hip fracture is common and unfortunately associated with substantial morbidity, mortality, reduced quality of life and independence,” said Dr Lara Harvey, Senior Research Fellow at Neuroscience Research Australia (NeuRA).

“One in four people die within one year of their fracture, one in two don’t regain their previous level of function and, for one in ten, that fracture results in a new placement in aged care.”

However, while these statistics are confronting, Dr Harvey said her research, just published in the *Medical Journal of Australia*, showed the Hip Fracture Clinical Care Standard is reducing the risk of death and improving outcomes for patients.

“This study showed that where patients received care in line with the Hip Fracture Clinical Care Standard, there were significant improvements to their outcomes, including significant decrease in short- and longer-term mortality,” said Dr Harvey.

“Mortality risk dropped significantly with orthogeriatric care, having surgery within 48 hours of presentation, being offered the ability to mobilise on the day-of or day-after surgery, and receiving bone protection medication prior to discharge.”

The study found where patients received care that met five or six out of six key acute care quality indicators there was a 60 per cent decreased risk of 30-day mortality, while those who received care with moderate adherence to the quality indicators had a 40 per cent decreased risk. This pattern was sustained at one year.

“These findings emphasise the significant cumulative impact of adhering to multiple care processes and underscore the importance of a multidisciplinary approach to delivering high-quality hip fracture care,” said Dr Harvey.

The standard was introduced by the Australian Commission on Safety and Quality in Health Care in 2016 to improve care for around 19,000 people who fracture their hip each year, usually after a fall. It was updated in 2023 following a review of the latest evidence and in consultation with clinical experts and key stakeholders.

To explore the impact of the standard in improving outcomes for patients, researchers analysed data from the Australian and New Zealand Hip Fracture Registry (which contains data



on more than 110,00 hip fractures), hospital, residential aged care facility and death records.

Professor Jacqueline Close AM, Co-Chair of the Australian New Zealand Hip Fracture Registry and NeuRA Senior Principal Research Fellow, said Dr Harvey’s research focused on the clinical care, but there were also things aged care and home care providers could do to reduce risk and improve outcomes for their residents and clients.

“Exercise remains one of the most important things we can do to reduce the risk of falls and hip fractures for people living home and in a residential aged care setting,” said Professor Close.

“This exercise needs to include strength and balance training to be effective, and undertaken on a regular basis.

“Diet is also important and we know that increasing the protein and calcium content of an older person’s diet in residential aged care can significantly reduce their fall and fracture risk. Vitamin D supplements can also be helpful for people who have limited sunlight exposure.

“If you know that an older person has had a low trauma fracture, it’s worth checking with them if they’re taking treatment for osteoporosis. If not, a gentle prompt to discuss this with their GP may help, as receiving treatments can substantially lower fracture risk.”

The hip fracture standard is available for download from the Australian Commission on Safety and Quality in Health Care website ([safetyandquality.gov.au](https://safetyandquality.gov.au)).

**Neuroscience Research Australia**  
[neura.edu.au](https://neura.edu.au)

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# The power of Australian mushrooms

## How to increase vitamin D intake in aged care

**Vitamin D deficiency rates are on the increase in Australia, with nearly one in three Australians being vitamin D deficient. The prevalence is higher in older people, with up to 86 per cent of residents living in aged care homes at high risk of vitamin D deficiency.**

Vitamin D is important for maintaining bone health and immune health and vitamin D deficiency is associated with many age-related health conditions including osteoporosis, increased risk of falls and fractures, cognitive decline, hypertension and type 2 diabetes.

A key ingredient that can help tackle vitamin D deficiency is Australian mushrooms, with their ability to satisfy the majority of Australians' dietary preferences as well as act as a food-first approach to boosting vitamin D intake, says Dr Flávia Fayet-Moore, founder and CEO of FOODiQ Global.

"Mushroom's (*Agaricus bisporus* variety) vitamin D content increases at least tenfold with UV exposure, with UV-exposed mushrooms providing 18 micrograms of vitamin D2 per 75 grams, surpassing eggs (7.1 micrograms per 120 grams) and salmon (4.9 micrograms per 100 grams)," she said.

"UV-exposed mushrooms are as effective as supplements in raising and maintaining serum vitamin D levels in deficient individuals, with vitamin D2 remaining stable during cooking and processing."

"Just four 75-gram servings of UV-exposed button mushrooms

per week can help all Australians meet their vitamin D requirements.

"A daily 75-gram serving also boosts selenium intake, especially for vegetarians."

FoodiQ Global is working with The Shoreline Luxury Retirement Living in Coffs Harbour on a 'Mushrooms on the Menu' study to explore the feasibility of adding vitamin D-rich mushrooms to the menu, and the impact on residents' nutritional intakes, and their overall enjoyment of the menu.

Andrew Wright, Catering Manager at The Shoreline, says he feels more empowered to make decisions on dishes based on the health benefits as well as culinary benefits, after learning more about the nutritional qualities of mushrooms.

"As a qualified chef in residential aged care, it's important to understand the science behind the ingredients as well as the culinary qualities that I know so well, this way I can include more superfoods and foods that meet residents' needs," said Andrew.

"We already had mushrooms on the menu, but now that I know about the increased vitamin D levels of UV-exposed mushrooms and serving sizes, I can make sure I include the right quantities of mushrooms to help residents reach their daily recommended intake of vitamin D.

"We're glad we can offer our 150 residents helpful nutrition solutions to optimise health and wellbeing. Eating well is so important and vitamin D deficiency is an issue that needs to be



Chef Andrew Wright is increasing the use of mushrooms on the menu at The Shoreline Luxury Retirement Living.

addressed, so it's great to see the mushroom menu being so well received."

As part of the program, Shoreline residents have been provided with chef and dietitian crafted meals and meal plans containing at least 75 grams of vitamin D-enriched mushrooms (*Agaricus bisporus* variety) per person each day for 28 days with nutritional analysis done before, during and after the phase of increased mushroom consumption.

The Shoreline 'Mushrooms On The Menu' study is part of a three-year research project with FOODiQ Global managed by the Australian Mushroom Growers Association and funded by Hort Innovation using the mushroom research and development levy and contributions from the Australian Government.

As part of the project, resources have been developed to help food and health industry professionals make the most of Australian mushrooms, available at: [australianmushroomgrowers.com.au/food-industry/](http://australianmushroomgrowers.com.au/food-industry/)

Food and health professionals can join the community to receive the latest news, insights and feasibility study results.

**Australian Mushroom Growers**  
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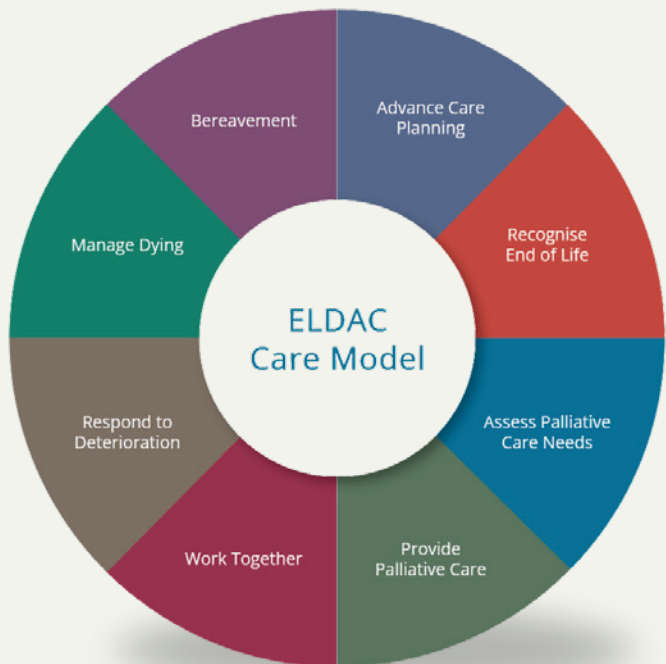
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ELDAC is funded by the Australian Government Department of Health and Aged Care

[eldac.com.au](http://eldac.com.au)



# Bidets and toileting truths

## Addressing an unspoken daily task

Let's talk about a topic we rarely discuss openly but encounter every day: toileting. Maintaining good hygiene is essential, especially as we age, but standard toilet paper often falls short in providing thorough cleanliness.

### The bidet difference

Imagine cleaning your hands after gardening by only wiping them with a dry towel. Not the cleanest option, right?

Yet, that's essentially what toilet paper offers when it comes to cleaning sensitive areas. Bidets provide a much more effective clean by using a gentle stream of water that removes bacteria and irritants without abrasive rubbing.

This isn't just a comfort upgrade; it's a health benefit that supports better hygiene and reduces potential complications associated with inadequate cleaning.

### Who benefits most from bidets?

Bidets are particularly beneficial for people facing physical challenges, limited mobility, chronic conditions or temporary injuries that make toileting difficult. Here are some examples of where bidets can make a difference:

- **Urinary tract and bladder infections.** Bidets clean more effectively than toilet paper, helping reduce bacteria that can lead to infections.
- **Visual impairment.** Simple, intuitive controls allow those with low vision to handle their hygiene independently.
- **Obesity.** Many bidets come in different shapes and sizes to fit various body types.
- **Arthritis, carpal tunnel, and back pain.** For individuals who struggle with twisting or reaching, bidets minimise physical strain.
- **Neck injuries, sports injuries and physical disabilities (spinal).** Bidets eliminate the need for bending and twisting, maintaining hygiene with minimal movement.
- **Women's hygiene.** For those experiencing thrush or other infections, bidets offer a safe, gentle cleaning alternative that reduces irritation.
- **Colon and bowel cancer, incontinence.** Patients managing bowel issues benefit from bidets' gentle and thorough cleaning.
- **Skin disorders.** Bidets reduce irritation caused by the abrasiveness of dry toilet paper.

### Maximising independence

For many people, bidets mean a return to independence in daily hygiene tasks. Features like heated seats, warm water and air dryers turn a routine experience into one that's gentle, clean and dignified.

Increasingly, occupational therapists are prescribing bidets for their clients, with outstanding results.

Occupational Therapist Manny Jackson says, "Over the past year, I have recommended the Coway BA08 Health Care range bidet toilet seat to three of my clients in need of toileting assistance.

"Installation of the bidet for each client has been successful in enabling them to regain their independence and dignity with toileting, and they all report great satisfaction with the product."

Bidets are also eco-friendly, as they cut down on toilet paper usage, lowering both costs and environmental impact. It's a win for both personal comfort and the planet.

Across the spectrum of aged care, bidets can play an important role in supporting quality of life.

If you're an aged care provider undertaking a new build or renovation, it's worthwhile giving consideration to the benefits bidets will offer your residents and carers.

**Craig Spence, National Business Development Manager, IntelliCorp/The BIDET SHOP**

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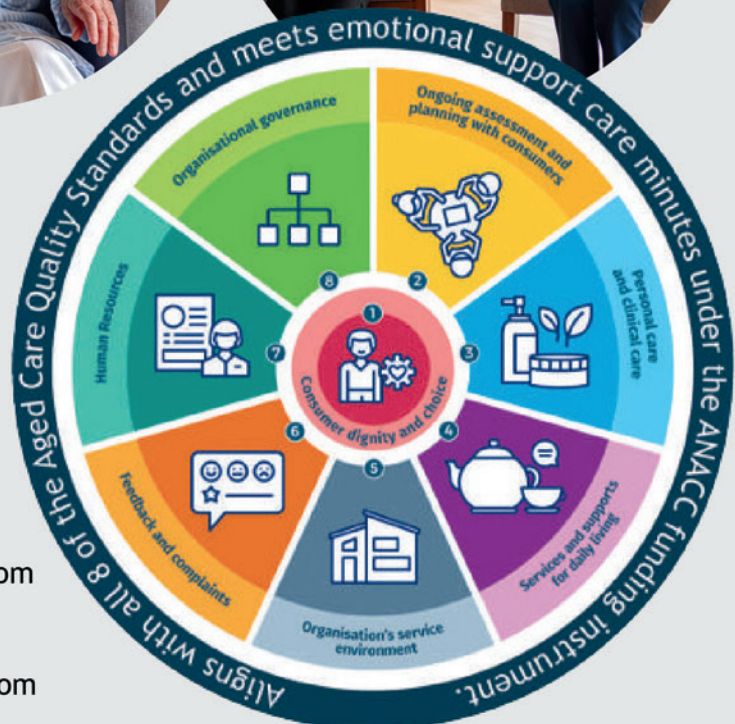
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An Elder experiencing NeuronsVR therapy designed specifically for First Nations people living with dementia.

# Innovative culturally appropriate dementia care

## NeuronsVR creates custom virtual reality programs for First Nations people

NeuronsVR is pioneering one-of-a-kind therapy programs for First Nations people living with dementia, creating culturally immersive VR experiences that go beyond any existing dementia care offerings.

Collaborating closely with Elders from various First Nations communities, Australian Regional and Remote Community Services (ARRCS) and cultural custodians across Australia's sacred landscapes, NeuronsVR has developed content with unparalleled cultural authenticity and depth.

Through exclusive access to sites that hold ancestral significance, NeuronsVR offers virtual access to remote locations, providing users with a unique way to reconnect on a deeper level with their heritage and cultural identity.

### Empowering connection through culturally tailored VR content

NeuronsVR's work with ARRCS and First Nations Elders ensures every aspect of the VR experience is culturally accurate and reverent.

Unlike conventional VR that may utilise stock footage or public content, NeuronsVR's work involves direct, exclusive content capture of sacred sites. This level of access cannot be reproduced without cultural permission and guidance, making the NeuronsVR offering truly unique and protected.

By ensuring only authorised access to these spaces, NeuronsVR supports a level of integrity that both honours

First Nations heritage and builds an irreplaceable connection for the recipients of NeuronsVR Therapy programs.

### Culturally relevant dementia therapy for enhanced emotional wellbeing

For First Nations people, connecting with their cultural heritage is essential, especially as they cope with memory-related challenges. By collaborating with Elders, NeuronsVR captures the stories, sights, sounds and histories of significant locations, bringing them into aged care settings with precision and respect.

This custom-built content offers experiences that echo real memories for residents, evoking deep-rooted emotions and helping them reconnect with their sense of self in a way that generic VR content cannot replicate.

By capturing nuances in language, sounds and storytelling methods unique to each community, NeuronsVR creates VR content that reflects both the diversity and specificity of First Nations experiences.

### A non-pharmacological approach to dementia care

One of the key benefits of NeuronsVR therapy is the rapidly increasing acceptance in the market as an alternative to medications, such as opioids, psychotropic drugs or sedatives, which are often used to manage pain and anxiety in aged care settings. These medications can have significant side effects, especially for older adults, ranging from dizziness and confusion to more serious risks like falls or dependency.



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NeuronsVR offers a non-pharmacological option to these risks through specialised and tailored programs, creating a sense of empowerment that is particularly valuable for individuals living with dementia, who may often feel disoriented or powerless.

Participating in NeuronsVR therapy can fulfil an unmet need, which in turn can lead to improved wellbeing and mood.

**Protecting cultural heritage in aged care**

For First Nations people, land, culture and community are intrinsically linked to identity. NeuronsVR therapy, supported by authorised Elders and ARRCs, represents a powerful way to safeguard this heritage while also adapting it to benefit future generations.

By collaborating exclusively with cultural custodians, NeuronsVR ensures the authenticity of each site is preserved while bringing these experiences to those who may otherwise lack access.

This unique approach to cultural preservation not only benefits current users of the NeuronsVR therapy programs but also serves as an invaluable resource for the future.

NeuronsVR’s work offers a sustainable, respectful way of incorporating cultural knowledge into aged care,

protecting it from commercial replication and ensuring that it remains an integral part of First Nations identity and wellbeing.

**Bridging the cultural gap in dementia care**

Our work with First Nation communities is just one example of how we are continually innovating to meet the needs of diverse populations.

By travelling to sacred sites and working with Elders to develop culturally resonant content, NeuronsVR is helping Australia’s First Nations people reconnect with their roots, sparking conversations, and evoking long-forgotten memories.

For people living with dementia, these moments are invaluable, offering a sense of familiarity and comfort in what can otherwise be a confusing and disorienting world.

As the rates of dementia grow among First Nations people, the need for culturally tailored and protected VR therapy will become even more critical, supporting a future where cultural inclusion is an integral part of aged care and dementia care.

**Shane Roulston, Founding Director, NeuronsVR**  
[neuronsvr.com](http://neuronsvr.com)



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# Engaging youth and Indigenous people

## Tapping into under-represented cohorts to break down barriers

**The generational divide between older and younger people is well known and there are many initiatives working towards reconnection and mutual understanding, with the Aged & Community Care Providers Association (ACCPA) program 'Aged Care is the Place to Be' proudly standing as one of them.**

A 12-month program launching in October 2023 in Queensland, it focused on building a dynamic workforce by tapping into the potential of young talent and underrepresented cohorts including individuals identifying as Aboriginal or Torres Strait Islander.

Not just about bridging the generational divide, culturally appropriate care is increasingly important in our multicultural society, with workers from Aboriginal and Torres Strait Islander backgrounds particularly helpful when it comes to providing aged care services to our Indigenous Elders.

Funded by the Queensland Government through its Growing Workforce Participation Fund, the Aged Care is the Place to Be program played an important role in building the aged care workforce in that state, as well as enhancing diversity and workforce capacity.

With ongoing workforce shortages and young people struggling to find meaningful employment, the Aged Care is the Place to Be program also tackled these issues head-on, providing a platform for job seekers to launch their career in aged care.

The program provided comprehensive career pathway resources, enabling candidates to explore diverse aged care roles and empowering them to make informed decisions about their aged care careers, ensuring a suitable fit for the sector.

With a focus on employment outcomes, the program offered targeted help

for candidates including interview preparation and career guidance.

Through the program, ACCPA helped recruit and support 107 job seekers and 58 aged and community care providers across Queensland.

Another 49 job seekers took the opportunity to complete the 'Introduction to Aged Care' micro-credential, a free online learning module that provided foundational knowledge for entry level roles. The micro-credential program was effective in identifying passionate candidates while equipping them with practical skills that align with the needs of the sector.

Chelsea Retsas, a 24-year-old Aged Care is the Place to Be participant from Ipswich, said the program was pivotal in guiding her career path and purpose.

"The program opened my eyes to a fulfilling career. Previously I didn't know a lot about the various roles and job opportunities in the sector," she said.

"I'm now working as a personal care worker and loving every moment. The older people I work with have said how much they enjoy my visits, and I'm really getting a lot out of it too."

Through the program, Chelsea was employed by Milford Grange in Ipswich, and she is now undertaking a Certificate III in Individual Support (Ageing & Disability).

Bolton Clarke's Workforce Business Partner Liz Jones said, "Chelsea is doing amazing work at Milford Grange and the hiring manager is singing her praises.

"We're incredibly pleased that the program has attracted a younger cohort into aged care, it's especially helpful in breaking down the generational divide, and it also supports a sustainable workforce into the future."

Participating providers were supported by ACCPA throughout the program and connected with suitable candidates,



Aged Care is the Place to Be participant Chelsea Retsas.

streamlining their recruitment process by supplying pre-screened candidates.

Amanda Sheehan is the Talent Acquisition Lead at Infinite Care in Regional North Queensland and has said the operational efficiencies for recruitment were clear.

"Program candidates were already vetted for interest and passion in aged care, and they demonstrated the necessary skills and knowledge during the interview process, so the pre-screening process was really helpful for us," said Amanda.

ACCPA is proud to have worked with the Queensland Government and to have contributed to not only supporting the sector with qualified and skilled workers, but also to be bringing generations together, to help create a culture of respect and understanding in Australia.

**Alexandra Harrison,  
Marketing & Communications  
Advisor (Programs),  
Aged & Community Care Providers  
Association employment.  
[agedservicesworkforce.com.au](https://agedservicesworkforce.com.au)**

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# Addressing aged care workforce shortages in rural Australia

## How Rural LAP can help you

We know aged care services in rural and remote areas of Australia face a unique set of challenges, with workforce shortages being one of the most pressing issues – that’s where the Rural Locum Assistance Program (Rural LAP) can play a critical role.

As Australia’s population ages, the demand for skilled professionals in aged care will increase. In rural and remote areas, this demand is met with added challenges, including geographical isolation, limited access to training, and retention difficulties for healthcare workers.

Rural LAP can provide valuable workforce support, alleviating staff shortages and supporting the continuity of quality care.

### What is Rural LAP?

Rural LAP is an Australian Government initiative ensuring healthcare services in rural and remote communities remain operational by providing locum placements.

The program focuses on aged care and health services, helping to cover staffing gaps for registered nurses, enrolled nurses, allied health professionals, and personal care assistants.

Through the program, Rural LAP supports aged care providers in delivering high-quality care, even in the most challenging circumstances in the most remote locations.

Rural LAP has been able to assist Booleroo Centre District Hospital in bridging staffing gaps and alleviating the stress of rostering. Located 260 kilometres from Adelaide, Booleroo initially turned to Rural LAP out of necessity. With the increasing challenge of covering leave with just casual staff, they were seeking a reliable service able to provide skilled healthcare professionals.

“Rural LAP has been excellent! From the initial booking through the website to the staff on the floor, they have been organised and proficient,” said Nurse Unit Manager Sam Gum.





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### How Rural LAP eases workforce pressures

- **Relieving staffing pressures.** Aged care services in rural and remote Australia often struggle to recruit and retain qualified staff. Rural LAP provides experienced locums for when permanent staff are unavailable.
- **Flexible support.** Rural LAP offers flexible arrangements to meet the needs of various aged care services. Rural LAP's locums can step in at a moment's notice, ensuring minimal disruption to care.
- **Enhancing workforce retention.** Rural LAP indirectly improves workforce retention by alleviating the pressure on permanent staff and reducing burnout. Permanent staff can take necessary leave without worrying about the impact on their resident's care.
- **Supporting training and development.** Workforce shortages can hinder opportunities for staff to engage in further training and development.

By providing locum coverage, Rural LAP allows permanent staff to attend CPD training, improving their skills and career progression without compromising the level of care provided.

This creates a stronger, more skilled workforce in the long term, which is essential for improving care outcomes in rural aged care services.

### Addressing the long-term workforce challenge

The aged care sector in rural and remote Australia needs more than short-term fixes, it requires sustainable solutions to build a robust and resilient workforce.

Rural LAP is an important piece of this puzzle, offering immediate relief while allowing providers the breathing space needed to focus on long-term recruitment and retention strategies.

Through Rural LAP, the Australian Government is committed to supporting aged care services by offering flexible, high-quality locum placements that ensure continuity of care. Rural LAP not only addresses immediate staffing needs but also contributes to a healthier, more sustainable workforce for the future. By working together, we can ensure that older Australians in rural areas continue to receive the care and dignity they deserve.

For providers, accessing Rural LAP services is simple, with a streamlined application process designed to respond quickly to emerging needs. Our mission is to ensure no aged care provider, regardless of their location, has to compromise the quality of care due to workforce shortages.

Providers can apply for support here: [rurallap.com.au/aged-care-services/apply-support](http://rurallap.com.au/aged-care-services/apply-support)

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For nurses, allied health staff and personal care workers, this two-hour online professional development opportunity offers an easy way to upskill and meet the requirements of the strengthened Aged Care Quality Standards.

#### Learning outcomes:

- Understand the impact of oral care on overall general health
- Recognise the types of oral conditions impacting older people and the use of dental aids and products
- Build confidence in supporting older people with their oral hygiene in the quickest, safest and most effective way
- Develop communication and behaviour management strategies to better support the oral health of people with dementia or cognitive impairment
- Understand the need for a trauma-informed care approach when supporting oral care

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Aged & Community Care Providers Association

# Supporting Healthy Independence for Older Australians

With over 235 expertly crafted, dietitian-designed meals, Lite n' Easy continues to lead the way in providing high quality, delicious meal options that promote independence, health and choice for older Australians.

Our My Choice range is tailored to meet the unique nutritional needs of seniors, ensuring they receive essential energy and protein in portions that are both enjoyable and easy to consume. Lite n' Easy partners with Home Care Package providers, enabling eligible seniors to access nutritious meals with savings of up to 70%.

Our extensive menu provides flexibility and variety to suit individual tastes and preferences. With no lock-in contracts, customers can enjoy the convenience of week-to-week ordering, ensuring accessibility and ease for those who need it most.

Lite n' Easy also supports the broader Aged Care community by providing bulk meal solutions for respite care centres, aged care facilities, hospitals and other organisations seeking a reliable, nutritious meal partner. For an affordable meal solution, reach out to Lite n' Easy at [agedcare@liteneasy.com.au](mailto:agedcare@liteneasy.com.au).

Learn more at [www.liteneasy.com.au/hcp](http://www.liteneasy.com.au/hcp) or call 13 15 12 today.



**“We’re really impressed with the quality and portion sizes of the meals. They’ve got a good amount of meat, chicken, or fish, plus plenty of vegetables that actually taste great—so much better than most frozen veggies.”**

Lyn & Ron, Happy Valley Retirement Village residents



Levande Hillsvie, Happy Valley Retirement Village, Retirement Home, SA

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by Lite n' Easy

# Resident-led engagement at Uniting

## Retirement living residents publish book of memoirs

**Residents of Uniting retirement living villages, McRae-McMahon Place and Hawkins Place in Leichhardt, New South Wales, have taken the initiative to come together through shared storytelling to self-publish a book of memoirs.**

*The First Thursday Memoir Writing Group: True stories from the residents of a retirement village* – a 40,000-word memoir anthology – was launched in November, with much emotion and celebration of what the writers describe as a “cathartic and psychologically beneficial experience”.

Organiser of The First Thursday Memoir Writing Group and resident, Leone Sperling (aged 87), established the writers’ group in the shared community room, before she even joined the village.

“I had two reasons to do this. Firstly, entering a new retirement village where I knew no one, I thought it would be a way for me to meet like-minded people. Secondly, I believed that writing memoir stories would be a valuable and healthy activity for people of our age,” said Leone.

“What greater gift can be given to our children and grandchildren and friends than giving them some knowledge of our past in the form of interesting stories to read rather than boring them with hard, cold facts?”

“From our stories, they can learn something about us as people because our stories are infused with real and genuine feelings. We are giving them a part of ourselves.”

Leone is no stranger to writing, and you could say it is in her blood. As an English teacher with an Honours degree in English literature and five of her own books published, Leone is an avid reader and writer. Her son, Evan Shapiro, helped Leone publish *The First Thursday Memoir Writing Group*,

a move he says “was a meaningful way to support her vision”.

“It was a special opportunity to collaborate with Mum and use my skills in publishing to make her project even more impactful,” Evan continues.

“I’ve noticed a wonderful transformation in my mum since she moved to the village and started the memoir writing group. She seems more vibrant and engaged, truly enjoying the sense of community that had been missing from her life.

“Leading the group has given her a renewed sense of purpose and fulfilment, allowing her to reconnect with her teaching roots while helping others explore meaningful parts of their lives.”

Leone says her group of fellow memoirists – Leone Sperling, Thelma Abrahams, Brigid Sen, Michael Barker, Philip Ansoul, Geoff Amblin, Carole Bye, Julie Bailey, Ginna Hastings, Cathy Milgate, Rowena Simone, Maggie Wall and Richard Whitfield – were able to establish a place of safety where they felt comfortable expressing their feelings and emotions.

“Some stories were humorous and some extremely sad. It was not unusual for the reader of a story to become tearful on reading his or her story to the group,” Leone says.

“Writing proved to be a catharsis for the group members. The kind of memoir writing I sought to elicit was very different from simply telling factual stories about past experiences.

“I would set a topic each month and the topic would enable the members to look at their past, find a relevant pertinent moment in their life to examine and turn it into an exploration of the feelings involved in that memory.

“It is certainly psychologically beneficial thing to be able to express genuine, honest feelings with one’s fellow writers. Although this was unexpected,



Evan Shapiro with his mum Leone Sperling, the organiser of The First Thursday Memoir Writing Group.

we all understood that some kind of therapeutic process was occurring.”

In fact, research supports research shows storytelling can increase resilience and wellbeing in older adults. While the resident-led memoir writing group was not a Uniting initiative, it was wholeheartedly embraced by the largest not-for-profit provider of seniors services in NSW and the ACT.

Renee England, Head of Senior Services at Uniting Sydney Central says that what Leone and her friends have created with this engaging and emotional book demonstrates how wonderful it is to see residents come together in a shared common space.

“We’re proud to have created an environment that provides the opportunity for our residents to build and share community connections at Uniting,” said Renee.

“Communal spaces are a central part of the design at Uniting McRae-McMahon Place, which recently celebrated its first birthday, and it’s something we’ll be continuing to focus on at Uniting.”

**Uniting NSW.ACT**  
[uniting.org](http://uniting.org)

# Are you prepared for the New Funding Changes?



It's now clear that the aged care landscape is set for significant changes to fees, contributions, and means testing from 1 July 2025.

These updates, combined with the “**no-worse-off**” rule, mean providers must navigate two complex funding systems, maintaining compliant billing processes and capturing all entitled revenue.

When similar reforms were introduced in 2014, an increase in data and process errors cost providers millions in lost revenue.

## Revenue Bootcamp

To get ahead of the changes, we're launching Revenue Bootcamp. Over 3 months, we will:



**Educate your team** on both the current and upcoming funding models.



Perform regular **fee reconciliation** of billed amounts against fee letters, and payment statements.



Advise on **automating data processes** for payment statement and fee letters.



Help prepare updates to your **resident documentation and information packs**.

Let's work together to future-proof your processes before the changes take effect.



SCAN ME

Get in touch to book a meeting with us!

# It takes a village

## Tackling social isolation for older Australians

Social isolation among older Australians has reached epidemic proportions, posing serious challenges to individuals and the healthcare system. With one in four people aged over 55 experiencing loneliness, it impacts 1.25 million Australians and costs the healthcare system over \$900 million annually. We also know that 40 per cent of aged care residents never receive a single visitor, highlighting a pressing need for meaningful connection and engagement.

Amid this landscape, The SeniorsChannel has emerged as a powerful force, bringing people together to tackle social isolation through technology, purpose-built programs and partnerships with key organisations. Through innovative solutions and an unwavering commitment to improving quality of life, The SeniorsChannel is paving the way for new approaches to social connection.

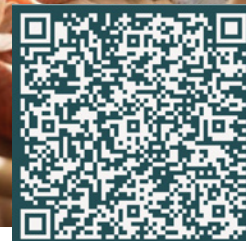
At the heart of The SeniorsChannel is its founder and CEO, Julie Hogarth-Williams, whose background as a professional seniors' entertainer inspired the creation of the platform. Having performed more than 600 concerts for aged care residents before the COVID-19 pandemic, Julie witnessed firsthand the profound loneliness experienced by many older adults.

"Many of the residents I visited looked forward to my concerts – not just for the entertainment, but because I was often their only visitor," she recalls. "That realisation stayed with me, and when COVID-19 restrictions forced me to close my entertainment business, it became the spark that ignited The SeniorsChannel."

### A global priority

In 2023, the World Health Organization (WHO) launched the Commission on Social Connection to address loneliness and isolation as global health priorities, aiming to foster collaboration, amplify action and ultimately develop impactful solutions that enhance worldwide social connectivity.

As part of this initiative, The SeniorsChannel was invited to participate in a WHO survey to map and engage organisations



working to combat these issues, to help make the case for action and marshal support to scale up proven solutions and measure progress globally.

By participating in the survey, The SeniorsChannel joins a global network of leaders and innovators committed to tackling loneliness. This recognition reflects the importance of The SeniorsChannel's mission and the meaningful change it aims to deliver.

### Data-driven impact

Closer to home, Advance Queensland has also recognised the potential of The SeniorsChannel to make a significant impact. Managing Director Ithaca Impact Dr Elizabeth Armstrong said, "The SeniorsChannel was selected from a large pool of eligible participants due to its strong potential to significantly impact social isolation among aged care residents and seniors at home."

Through the Ithaca Impact 'Get Set for Impact' initiative, The SeniorsChannel has been equipped with a unique data dashboard, enabling systematic measurement of outcomes and impact and tracking of the long-term positive effects of reducing social isolation.

This data-driven approach ensures The SeniorsChannel's efforts are engaging and effective. The platform can continually refine its programs by capturing insights and measuring progress to better serve older adults.

**Collaborating for change on the Central Coast**

One of The SeniorsChannel’s key collaborations is with Central Coast Health & Wellbeing Living Lab (CCLL), an organisation that brings together diverse stakeholders to develop innovative solutions for healthy ageing. CCLL identified The SeniorsChannel as a natural collaborator due to their shared commitment to addressing social isolation among older adults.

“Our focus is on enhancing community connections and improving the quality of life for older people on the Central Coast,” said CCLL Manager Dr Courtney Molloy, Manager, Central Coast Health & Wellbeing Living Lab.

“We reached out to The SeniorsChannel because we believe in collaborating with innovators who can help us make a lasting impact.”

**How The SeniorsChannel can support aged care providers**

The SeniorsChannel offers much more than entertainment – it provides opportunities for connection, conversation and engagement through thoughtfully designed, person-led programs.

Using two-way live-streaming technology, the platform enables aged care residents and seniors at home to actively



Founder and CEO of The SeniorsChannel Julie Hogarth-Williams.

participate, fostering a sense of community and belonging – all on the familiar medium of television.

Tailored specifically for older adults, The SeniorsChannel programs are inclusive and designed to bring joy. Bright colours and voiceovers make the content easy to follow, ensuring accessibility for older eyes and ears.

Programs are set at a specific time where users join in and there is also on-demand content that can be accessed at any time. It might be a cuppa and a chat morning tea, the Italian coffee morning, happy hour, sing-a-longs,

trivia and games, relaxation and exercise techniques, or even the gardening club.

Every interaction aims to help seniors feel seen, heard and valued – reducing isolation and restoring meaningful connections often lost with age.

Eliminating social isolation requires a collective effort. If your organisation is committed to improving older Australians’ lives, we invite you to connect with us – because it takes a village to tackle social isolation.

**The SeniorsChannel**  
**theseniorschannel.com**



**Are you an aged care provider interested in improving your culturally inclusive services? The Diversity Mentoring Program 2025 has just opened applications**

The Centre for Cultural Diversity in Ageing is accepting applications for the 2025 Diversity Mentoring Program (DMP), a federally funded initiative delivered with Multicultural Communities Council of the Illawarra and Fortis Consulting.

The program offers customised support, including four 60-minute online sessions over six to twelve months, to help government-funded aged care providers enhance culturally inclusive care for CALD seniors.

Eligible providers in Victoria or Western Australia, especially middle managers or senior leaders, are encouraged to apply for their organisation by January 15, 2025. For enquiries, contact [info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au)







# LGBTIQ+ Health Australia



## Silver Pride Advocacy Network

Amplifying the voices of LGBTI older people, supporting them to participate in dialogue about aged care policy, programs and services.

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# Foundational Leaders Program

## Coaching for new and emerging aged care leaders



At ACCPA, we're always looking for ways to help aged care leaders thrive.

Our Foundational Leaders Program is for leaders at the beginning of their journey in the aged care sector.

This ideal introductory program will welcome aged care leaders into the industry, in a nurturing and supportive environment, and point them in the right direction for success.

Participants will receive industry-specific coaching, as well as the opportunity to connect with peers and expand their support network.

There are six online workshops (modules) delivered over 18 weeks, plus the invaluable Care Industry Leadership Capability Assessment (CILCA360), which will give participants insight into their own unique strengths and capabilities.

### Six modules:

- Organisational Culture
- Communicating with Confidence and Empathy for Maximum Engagement
- Strategic Habits and Armour of Self Care
- Clinical Care Provision and Reform
- Embracing Change, Future Proofing and Managing Risk
- Business Acumen

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# Streamlining induction training

## A simpler approach

**Induction training is the first impression new staff have of an organisation. A positive onboarding experience has a direct impact on employee productivity, retention and engagement. However, many providers grapple with lengthy, complex and costly induction training that can overwhelm new starters.**

A streamlined approach to induction can improve staff engagement and retention, helping aged care providers overcome common challenges and better support their workforce.

### What are the challenges?

Induction training presents challenges that impact both new starters and organisations, especially learning and development, education and human resources teams. Ausmed's recent analysis has identified eight core challenges:

1. time constraints
2. content overload
3. compliance requirements
4. staff engagement
5. coordination
6. relevance
7. consistency
8. supporting socialisation.

The impacts of these challenges are extensive. Rushed training can lead to poor knowledge retention, skill gaps and unnecessary costs, while disengaged new starters may struggle with motivation and productivity.

Irrelevant content leaves staff unprepared, raising risks and clinical variation. Inadequate socialisation support can result in new hires feeling isolated, affecting their confidence, satisfaction and retention.

### What is best-practice induction?

To streamline induction training effectively, three best-practice strategies can be applied:

1. simplifying induction training
2. a staggered induction training plan
3. recognition of prior learning (RPL).

Induction training should focus on core industry-specific regulatory and compliance requirements, organisation-specific priorities and clinically-focused or role-specific training only.

It needs to be positioned as one piece of a larger transition-to-practice program rather than covering everything a new staff member needs to know and be able to do.

The real key to success lies in combining induction with a broader orientation and education strategy that includes upskilling, cross-skilling and supporting new staff in their progression to competence, especially in clinical roles.

By using a staggered learning approach, providers can prioritise essential items initially and deliver role-specific content gradually over the first few weeks. This shift in practice helps reduce the cognitive load on new staff, making training more effective and retaining crucial information easier.

Staggered learning not only enhances engagement but mitigates organisations paying for lengthy, unnecessary training when the risk of new-starter attrition is high.

RPL acknowledges the existing knowledge and skills of new starters, as evidenced by a digital certificate showing recent completion of core industry-specific compliance training.

This cuts down on induction time and offers the opportunity for more role-specific training, not only speeding up the onboarding process but also reducing training costs. RPL using the Ausmed Passport™ helps aged care providers direct education time, costs and resources where they are most needed.

### What about staff engagement?

Induction is not just about compliance; it's also about helping new starters integrate into the organisation's culture. Simple, low-to-no-cost initiatives like lunch with a manager or a social buddy system can significantly impact a new hire's sense of belonging. These efforts can help reduce the sense of isolation that new starters often feel, especially in high-turnover sectors like aged care.

When staff feel valued and supported, they are more likely to engage with their training and remain committed to their new roles. This emphasis on the social aspect of work can be the difference between a short-term hire and a long-term, committed employee.

Ultimately, a well-designed induction training program within an organisation's broader education strategy sets new starters up for success, ensuring they are ready to provide high-quality care while feeling connected and confident in their roles.

**Zoe Youl, Head of Community,  
Ausmed Education  
ausmed.com.au**



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# Reframing conflict

## The beginning of consciousness and the prelude to progress

**Conflict is often seen as a negative. Yet as M. Esther Harding notes, “Conflict is the beginning of consciousness.”**

While conflict often gets a bad rap, and negative past experiences can also temper our perceptions, there are some upsides which can be useful in a business setting.

Biologists tell us that species at the borders of two competing ecosystems tend to evolve and adapt more effectively than those that face no habitat competition. In the same way, conflict is an ‘edge effect’ to help us adapt, innovate and unlock our hidden potential.

As Gandhi said, “Healthy discontent is the prelude to progress.”

It is conflict – opposing opinions and ideas – that can lead us to innovation and improvement. If we choose to embrace conflict as an opportunity for learning and growth, we gain clarity and better understanding of each other and our situation. We come up with new ways to improve, adjust and adapt.

While conflict may feel uncomfortable, it’s just change trying to happen. So, let’s look at four ways to reframe our perceptions of conflict.

### Enjoy the dance

In partner dancing (and we can imagine conflict between two people to be akin to a dance), the dancers move in opposite directions, take different actions and hold opposing positions. Yet it is these very differences that produce an outcome that is entertaining and enjoyable.

Both dancers hold their own positions but allow the energy of their interaction to create something delightful. Together, their opposition to each other becomes a graceful work of art.

In the same way, we can relax and see conflict as an invitation to dance. If we engage gracefully with people who hold

different opinions from our own, the entire experience can produce a much more positive outcome. And may even be fun.

### Join the game

Great rivalries lead to excellence. In sport, we expect opposition and plan for it. And the stronger the opposition, the more we learn and the better we become. Our rivalries revive and revitalise us.

Opposition opens us to new opportunities – we win or we learn. Faced with new and unexpected challenges, we reinvent and innovate.

Having the courage to step into conflict situations rather than avoid them helps us learn more about ourselves and others.

We can value and appreciate opposing forces because they are the ones helping us find new opportunities to improve, refine and develop.

### Hold the tension

Tension is when opposing forces stretch something and pull it tight. It’s a very useful force. Without it, there would be no Harbour Bridge. Without tension we would not be able to parachute, sail, ski, yo-yo, trampoline, play tennis, start a chainsaw or hang the clothes out to dry.

Tension is what holds two opposing objects in place and produces something useful in between. Think of a suspension bridge. Too little resistance and the bridge is unstable. Too much tension and the bridge snaps.

Like a good suspension bridge, we need just the right amount of tension. We need resistance from opposing ideas and perspectives to create good connections and bridge the gaps in our thinking.

Conflict is an opportunity to hold the space between and create something new and useful to bridge the gap.



Leadership expert Bruce Williams is the facilitator of the ACCPA Leadership Accelerator Program.

### Be curious

Brené Brown sees conflict as an invitation to be curious. A reminder that it’s time to say ‘let’s have a real conversation, even if it’s tough’. In her excellent book, *Dare to Lead*, Brown describes the process as a rumble.

“A rumble is a discussion, conversation, or meeting defined by a commitment to lean into vulnerability, to stay curious and generous, to stick with the messy middle of problem identification and solving, to take a break and circle back when necessary, to be fearless in owning our parts, and to listen with the same passion with which we want to be heard,” she explains.

Next time we’re challenged, critiqued or contradicted, let’s remember the game. Let’s hold the tension and find a way to build a bridge. We’ve just been invited to dance. And after all, we can’t lose a conversation – we win, or we learn.

If you’d like to know more about how embrace the dance of conflict join us for our next Leadership Accelerator Program starts 6 February 2025.

**Bruce Williams, Leadership Training Facilitator [accpa.asn.au/event/leadership-development-program-complete-program](https://accpa.asn.au/event/leadership-development-program-complete-program)**

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Laura Sutherland (right), Lucy Sawkins (left) and Kamala Gracie (centre) from Above and Beyond Group are passionate about helping aged care providers secure the right workforce.

# Finding the right fit

## How to overcome common recruitment challenges in aged care

In our sector, quality of care depends on the capability, capacity and stability of the workforce. With staffing shortages, leaders face the time-consuming task of finding skilled candidates who meet role requirements and embody the right values. While internal recruitment teams know the culture best, recruitment demands often stretch their capacity, especially as roles become harder to fill or turnover is high. This is where strategic recruitment support can make a significant impact.

### Building retention from day one

'Job shock', 'quick quitting' and high turnover are generally common challenges in aged care, with regular rehiring negatively impacting team stability and consumer care.

Replacing one employee costs organisations roughly one-and-a-half times their salary, so improving the quality of the recruitment and selection process has a huge impact on cutting overall costs.

Rushed or resource-limited recruitment methods often leads to quick quitting.

This can be alleviated by values-based recruitment and setting clear expectations to ensure better alignment and longer lasting fit.

### Expanding access to talent

The significant and increasing skills shortage in our sector makes reaching a wide variety of candidates a key challenge for employers.

Many organisations simply don't have the resources to maintain extensive talent pools. While 'active candidates' can be reached through job adverts, 'passive candidates' – those who are well-qualified but not actively seeking – cannot.

To tap into passive talent, organisations need a networked resource to access a broader talent pool to find the right candidates for the role and culture of the organisation.

Expanded reach also speeds up the hiring process, especially during peak recruitment periods or when filling roles that demand specific or urgent expertise.

**Engaging candidates with real motivation**

Understanding a candidate's motivation to accept (MTA) a role is critical.

In a competitive hiring market, candidates' commitment levels vary; some are merely exploring options to compare to their current role, others are committed on finding a new role and a select few (the passive candidates) are not actively looking but would move for the 'right' opportunity.

What is right for someone won't be right for someone else, and there's a skill in uncovering what those deep intrinsic motivators are for each applicant.

A candidate might seem ideal on paper and in interviews, but you need to be able to determine a candidate's MTA to

avoid the risk of hiring someone who's still eyeing the market for something more suited to them, and not fulfilling your return on investment.

**Saving time while enhancing recruitment quality**

Recruiting the right people demands a blend of industry insight and ample time – a luxury many employers don't have given the critical nature of day-to-day demands.

Outsourcing can streamline and enhance the entire recruitment process, from identifying the right networks and talent pooling, to understanding MTAs of known talent, carefully screening and vetting, and effectively negotiating terms of employment.

Entrusting recruitment to sector specialists allows organisations to play to their strengths and focus on core responsibilities, improving overall employee experience and care quality.

This approach provides flexibility to scale up recruitment as needed without burdening internal resources.

**Leveraging sector-specific expertise**

Aged care recruitment comes with its own unique demands and challenges that go beyond typical hiring needs, for instance its ever-changing regulatory landscape and how that impacts workforce needs.

Sector-specific recruitment consultancies understand these nuances, enabling the most effective sourcing, screening, assessing and placing of candidates who are aligned and well-prepared for the practical and emotional challenges of the sector.

A reputable recruitment partner maintains broad and deep candidate networks.

Their long-term industry relationships enable them to know which candidates align with an organisation's vision, values and culture, streamlining the hiring process and fostering longer-term employee engagement and retention.

In summary, a proactive and strategic approach to recruitment that complements your own organisation's recruitment capacity and capability is key.

If choosing an external recruitment partner for additional support, choose wisely and ensure they understand your unique challenges, ideals, strategic priorities and culture.

3D Recruit (part of The Above & Beyond Group) specialises in aged & community care recruitment in Australia.

To discuss how we can assist you to transform your workforce, please reach out to us.

**Laura Sutherland,**  
**Founder & Director and Lucy Sawkins,**  
**Recruitment Manager,**  
**Above & Beyond Group | 3D Recruit**  
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Scan the QR code to find out more or email [placements@apna.asn.au](mailto:placements@apna.asn.au).





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Dementia Australia (RTO CODE: 2512) provides a nationally accredited training courses for residential and community care services professionals and healthcare providers in our own right and on behalf of other States and Territories.

Dementia Training Australia is a major funder of these programs under the Australian Government Dementia and Aged Care Services Fund and delivered by Dementia Australia (RTO CODE 2512). Visit [dta.com.au](http://dta.com.au)

# Elevating dementia care through leadership

## Free person-centred training for aged care workers

**As dementia is becoming the leading cause of death for Australians, its impact in the community and in residential aged care has never been more prominent.**

We know dementia impacts 54 per cent of people living in permanent residential aged care and 67 per cent of all people with dementia are living in the community.

Supporting them is an estimated 1.6 million Australians providing care to someone living with dementia and an estimated 465,000 aged care workers across residential, home and community care.

Regardless of the specific care setting, job description or duties, dementia-specific training is critical for all aged care workers. However, to ensure training is translated into improved practice, good leadership in the delivery of care is critical.

When workers receive training, this can present challenges for them in how to apply these learnings in their day-to-day work. Training can also require un-learning and re-learning. Developing leaders who have a solid understanding of good dementia care, with skills in being able to coach and mentor staff, is invaluable.

These leaders are also key to driving practice improvements at the organisational level.

### **What makes a good dementia leader**

Strong leadership was recognised as a critical element of sustained practice improvements by the Royal Commission into Aged Care Quality and Safety and the Federal Government; it is also fundamental to the delivery of high-quality dementia care.

Becoming a dementia leader begins with employing a person-centred approach when caring for their clients. People living with dementia deserve to live dignified lives where they are treated with equality, compassion and respect.

Person-centred care focuses on individualised care for each person, to support their physical, social, cultural and mental wellbeing. To know the person, it is important that the worker explore the background, family, likes, dislikes, memories, hobbies and interests of a person living with dementia, to get to know them.

Once equipped with a person-centred care approach, a dementia practice leader models good practice as well as providing mentoring and coaching to other staff, applying learned knowledge of people living with dementia to strengthen collaboration, communication and trust.

Through an emphasis and investment in leadership by decision makers, we can build the dementia capability of future leaders in the sector. This will create lasting impact through leadership and culture change that in turn promotes improved behaviours, attitudes and practices for all care workers.

### **Supporting your staff**

Reports have shown an increasingly high turnover rate in the aged care workforce, with thousands of nurses and care workers leaving their workplaces each year.

When aged care providers lose these workers, particularly in a residential setting, the loss is much greater than an employee. You also lose their knowledge of the care setting, other staff and familiarity with residents.

Providing staff with leadership skill development opportunities can help create career pathways, and more reasons to remain in the sector. It can also create a more positive work environment because when staff have the leadership support to become more confident and capable, they are consequently more satisfied with their work.

It is important for managers and decision makers to support staff retention by ensuring key staff who have the

appropriate aptitude are encouraged to develop their leadership skills.

### **Free Dementia Australia training**

Educating the workforce has been an ongoing focus for the Centre for Dementia Learning at Dementia Australia, with a current offering for a limited time of free Leadership and Practice Change education programs for care workers.

At the heart of these programs, the Centre for Dementia Learning works to engage, enable and empower participants to develop insights into what it is like to live with dementia and change their attitudes and behaviours.

Getting quality care right for people living with dementia will have a profound and lasting impact for all – systemically, economically and as a human right. It is our responsibility as a society to provide appropriate care for those who are most vulnerable.

Our aim is to have dementia practice leaders in every aged care setting to help mentor and coach other staff and create peer-based communities of practice.

Empower your staff to drive change and become future leaders in the sector with these courses. Visit [dementia.org.au/professionals/professional-development-and-training/leading-quality-dementia-care](http://dementia.org.au/professionals/professional-development-and-training/leading-quality-dementia-care) or contact [cdl@dementia.org.au](mailto:cdl@dementia.org.au) to find a course to develop your skills, or the leadership of your staff.

These programs are designed and delivered by Dementia Australia as part of Dementia Training Australia and are funded by the Australian Government.

If you would like information or support visit [dementia.org.au](http://dementia.org.au) or contact the National Dementia Helpline on 1800 100 500. We're here 24 hours a day, seven days a week, 365 days a year.

**Dr David Sykes, Director of the Centre for Dementia Learning, Dementia Australia and Dementia Training Australia [dementia.org.au](http://dementia.org.au)**



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# Training to transform dementia care

## A person-centred approach is best

**Dementia care requires more than just medical intervention – it demands a compassionate, person-centred approach that considers the unique needs and preferences of each individual.**

By embracing personalised care, carers can help people living with dementia maintain dignity, autonomy and a higher quality of life.

For aged care providers, training staff in these methods can reduce patient agitation, improve health outcomes and create a more supportive care environment.

### Duty of care

In Australia, duty of care in aged care settings requires providers and carers to make sure their actions – or inactions – don't cause harm.

This means delivering services that meet individual needs, prioritising safety and maintaining dignity and choice, in line with the country's updated aged care quality standards.

### Personalising care for dementia patients

Effective dementia care begins with understanding the individual beyond their diagnosis. Providers aim to develop a comprehensive profile of each patient, considering their personal history, hobbies and values. These insights enable care plans to be responsive to the individual's evolving needs as their condition progresses.

With proper training, carers can modify daily routines and environments to reduce patient stress. For example, reducing noise or simplifying surroundings can help patients feel more at ease. Clear, empathetic communication is also essential, using simple language and non-verbal cues to engage patients, especially when verbal communication becomes difficult.

Involving family members ensures care plans also align with the patient's preferences and history, creating a sense of continuity and trust.

Training staff to apply these plans with consistency enables a more compassionate and effective care approach, promoting patient independence and wellbeing.

### Reducing aggression and violence

Aggression and violence are sometimes prevalent in people living with dementia, often related to frustration or environmental triggers.

Person-centred approaches can help reduce these behaviours by addressing their underlying causes. Tailoring care to the individual's routines and communication style allows carers to minimise potential stressors that lead to agitation.

For instance, if an individual is sensitive to crowded environments or sudden changes, carers can adapt activities

or settings to cultivate a sense of calm. Consistency of routine can reduce anxiety and confusion, lowering the likelihood of aggressive or violent conduct.

Offering patients choices and involving them in their own care as much as possible can also help reduce feelings of helplessness. By giving patients more control over their day-to-day activities, they may experience less emotional distress, which can significantly lower the risk of aggressive outbursts.

### Improving outcomes for patients and carers

Ultimately, person-centred care can improve outcomes not only for patients, but also for their carers. Tailoring care to each individual patient's physical, emotional and cognitive needs boosts their engagement, leading to improved mood and mental stimulation.

For example, activities such as listening to music, dancing or gardening can make daily routines more enjoyable for patients. Continuing familiar activities, such as morning walks, can help maintain mobility and independence.

What's more, proper training equips carers with the skills they need to more confidently manage challenges, such as recognising signs of discomfort or using de-escalation techniques to handle agitation when it *does* arise. This preparedness can lower carer stress and make caregiving smoother and more rewarding.

In turn, stronger relationships can develop between carers and patients, fostering trust and cooperation. Individuals are more likely to engage in sometimes-challenging care routines, such as bathing or taking medication, when they feel safe and understood. For carers, this approach leads to a more fulfilling and sustainable caregiving experience, reducing the likelihood of burnout and enhancing job satisfaction.

### The future of dementia care

The future of dementia care is one where every individual is seen, heard and respected. By fostering deeper understanding, empathy and communication, carers can make a profound difference in how individuals navigate the challenges of this disease, creating more moments of connection, comfort and dignity.

With the right training in a person-centred approach, your teams have the potential to truly elevate the standard of care and enrich the lives of those living with dementia.

Equip your team with the skills and knowledge to deliver exceptional care. To explore Kineo Courses' dementia care and other aged care training options, visit [kineocourses.com.au](http://kineocourses.com.au).

**Kineo Courses**  
**[kineocourses.com.au](http://kineocourses.com.au)**

# Training for busy leaders

## Accelerated learning will take your team to the next level

Would you like to build capacity in your aged care leaders but don't have the time? Then choose an accelerated learning approach.

The Leadership Accelerator Program can be completed in just three months – with an investment of just 12 hours.

For leaders in operational, clinical and corporate roles, this practical program is delivered as two interactive two-hour workshops each month – or you can purchase modules individually.

Upon completion, your leaders will have a deeper knowledge of key criteria and skills outlined in the Australian Aged Care Leadership Capability Framework – along with a renewed mindset and fresh enthusiasm.

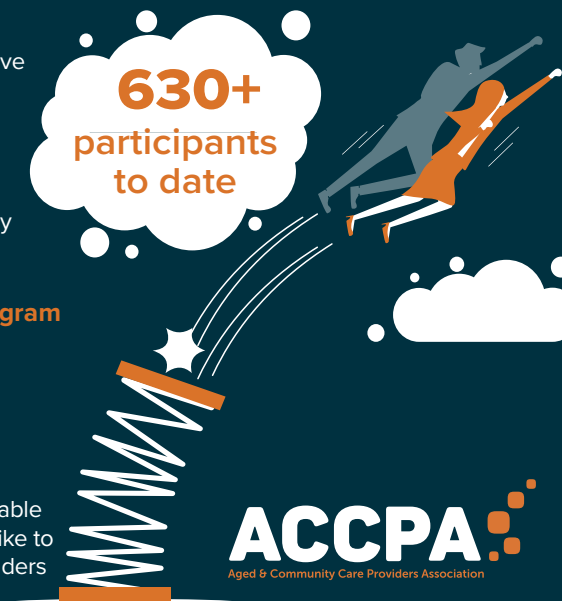
Don't wait until your leaders are overwhelmed and exhausted, give them a helping hand today.

The Leadership Accelerator Program has been developed by Aged & Community Care Providers Association specifically for the aged care sector.

### Leadership Accelerator Program

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# Key improvement strategies for aged care customer service teams

Results from new CSBA benchmark study reveal what you can do

Excellent customer service in aged care not only makes customers feel valued and builds trust but also boosts staff morale and enhances operational efficiency. By focusing on delivering exceptional service, providers can foster a positive work environment, reduce turnover and streamline processes, leading to improved overall performance and a more person-centred approach.

To understand how aged care providers can deliver great customer experiences, CSBA assessed the telephone service quality of eight providers in a benchmark study, comparing them to over 240 organisations from a range of sectors.

Trained assessors used CSBA's SenseCX framework to evaluate 31 key agent behaviours expected to be demonstrated by customer service staff during telephone interactions.

The results show that while providers perform well overall, key areas needing attention relate to making interactions even easier for customers; how the experience made the customer feel; and whether the customer achieved their goals.

In this article, CSBA have compiled the four specific areas where telephone service in aged care falls short and the strategies your customer service teams can apply to enhance the quality of service delivered to customers.

## Building strong rapport

Customer satisfaction is driven by positive and personalised interactions. Addressing customers by name adds a personal touch, showing respect and courtesy. While some may prefer brief exchanges, building rapport can greatly enhance the overall experience.

Steps providers can take:

- Simple yet effective ways for staff to personalise interactions include asking for the customer's name and using it during the interaction.
- Building rapport might include making conversation with customers, referencing past interactions or sharing a personal experience.



## Helping customers achieve their objectives

CSBA's findings show aged care staff sometimes fail to demonstrate ownership in resolving issues, which leaves customers feeling unsure if they've reached the right person.

It's crucial for staff to clearly show their commitment to resolving queries, ensuring customers feel supported.

Steps providers can take:

- Asking "How may I help you?" isn't enough to show ownership. Phrases like "I'll handle that for you right now" convey the commitment and immediacy that build customer confidence and trust.
- Aged care staff should use clear, confident terms like "help", "assist" and "fix" along with immediacy terms like "now" and "immediately".

## Clarifying customer needs

Aged care staff often fail to ask effective questions to uncover customers' specific needs, leading to repeated contact and frustration.

Steps providers can take:

- Skilful questioning helps staff understand customer issues better and provide tailored solutions. Using both open-ended and closed questions improves understanding and shows commitment.
- Open-ended questions, like "Can you describe the issue in detail for me?" help gather insightful information. Follow-up

probes such as “How has this affected your daily routine?” uncover deeper understanding into the customer’s situation.

**Managing expectations**

Customers have varied expectations, and while staff may not always be able to meet them, they can manage them effectively. CSBA’s research shows a notable gap in staff setting appropriate expectations for customers.

Steps providers can take:

- Clear communication is crucial for managing customer expectations. Staff should outline steps and timelines for resolution, addressing uncertainties directly and explaining them when timelines are unclear.
- Honesty and transparency are key in customer service. Staff should clearly communicate what can and cannot be done, collaborating with other departments and providing regular updates on resources. This approach builds trust with customers.

**A roadmap for driving customer service excellence**

Embedding positive behaviours in customer service staff can greatly boost customer engagement and satisfaction. Based on CSBA’s experience, a holistic approach – combining targeted training, ongoing monitoring and regular feedback – delivers the best outcomes.

To keep improving your customer service experience, ensure you take the following steps.

- **Design targeted training programs.** Equip staff with skills to enhance interactions and create positive experiences, incorporating realistic practice scenarios.
- **Collect customer feedback.** Regularly gather and analyse feedback to identify trends, address issues and share insights with teams, ensuring surveys reflect customer priorities.
- **Implement regular feedback and support.** Use quality assurance frameworks to assess performance, view feedback as part of development and recognise outstanding service.
- **Embed signature behaviours in quality assurance processes.** Update customer service quality assurance processes to evaluate desirable behaviours, with a detailed framework and trained evaluators to assess advanced practices.

By focusing on these strategies, aged care providers can more effectively bridge existing service gaps, elevate customer satisfaction levels and position themselves as leaders in delivering exceptional customer experiences.

**Tony Williams, Account Director, CSBA**  
[csba.com.au](http://csba.com.au)

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# Starting small with palliative care education

## Free bite-size learning meeting an important need

Improving awareness about palliative care in aged care can feel a lot like climbing Mount Everest. While overwhelming at the start, it can be achieved by taking the journey one step at a time. This is especially true as we work to provide the best care possible for people living with multiple co-morbidities and increasingly complex care needs.

The National Palliative Care Strategy, released by the Australian Government in 2018, introduced a number of comprehensive initiatives designed to strengthen the delivery of palliative care provided in aged care services.

Fast-forward six years later, after a Royal Commission, a global pandemic and the introduction of a new Aged Care Act – and it is no surprise that the uptake of these programs varies significantly across the country.

In a bid to break down barriers and encourage local services to enter these programs, the Southern Metro Region Palliative Care Consortium (SMRPCC) decided to run a weekly online training series for aged care staff.

The Palliative Care Consortia are an initiative of the Victorian Government's Department of Health designed to support the delivery of effective, responsive and accessible palliative care services within eight separate regions across the state.

Each consortium works with local palliative care services in their catchment to provide co-ordinated, evidence-based and person-centred care while also reflecting the varying needs of each region's population in line with the Victorian Government's end-of-life and palliative care framework.

While based in Victoria, Palliative Care Consortia initiatives can extend nationwide, like the training developed by the SMRPCC.

The training series provided participants with introductory knowledge to deliver high quality palliative care within their scope of practice. Now, 18 months later, the program is entering its sixth series and has provided education to over 800 aged care staff across Australia.

What was initially intended as a free one-off program for a small number of facilities in the South-Eastern Suburbs of Melbourne is now delivered and coordinated by Victoria's Palliative Care Consortia as a collaborative initiative.

These sessions have proven to be an effective entry point for staff who want to know more about how they can deliver good palliative care.

Each session is facilitated by a palliative care specialist who has experience working with aged care teams. Using their



knowledge, each session provides an informal channel where aged care staff can learn about palliative care in bite-sized chunks, without a significant time commitment or needing to complete a formal assessment.

Participant feedback from each session has improved the structure of the series, leading to more relevant, shorter sessions designed specifically for nurses and personal care assistants (PCAs).

The nurses said they preferred longer, more in-depth sessions at a quieter part of their shift (like midday) whereas the PCAs preferred shorter, easy to follow sessions in the afternoon after the lunch time rush had settled down.

The sessions themselves include a rotating curriculum of topics which have been refined and built on in each iteration. The majority are delivered as stand-alone topics, making it easier for staff unable to attend every session. Some complex topics require several sessions to cover, such as providing palliative care for a person living with Motor Neuron Disease.

The SMRPCC team acknowledge that these sessions alone are not the answer to improving palliative care practice across all services. However, small programs like this can help staff build their confidence in talking about palliative care, identifying clinical deterioration and delivering more holistic end-of-life care – enhancing the overall quality of care for people living in aged care homes.

To learn more about accessing this free online education for your staff, please contact your local Palliative Care Consortia: [health.vic.gov.au/patient-care/palliative-care-consortia](http://health.vic.gov.au/patient-care/palliative-care-consortia)

**Tiffany Button, Aged Care Project Officer,  
Palliative Care Victoria  
[pallcarevic.asn.au](http://pallcarevic.asn.au)**

# MARTIAN LOGIC HRIS

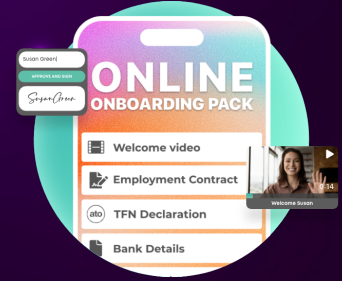
## Core HR



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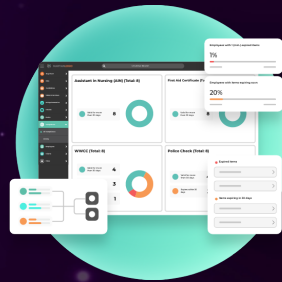
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# Historic legislation four years in the making

## The Senate amendments that helped pass the *Aged Care Bill 2024*

Almost four years ago, the Royal Commission into Aged Care Quality and Safety mapped a framework to rebuild the aged care sector. Central to that was a sector supported by a new Aged Care Act that put the rights of older Australians first. On 25 November 2024, the new beginning envisaged by the Royal Commission came one step closer to reality with the *Aged Care Bill 2024 (Bill)* passing through both Houses of Parliament with bipartisan support.

Since the Exposure Draft to the Bill was released for public consultation late last year, the Bill has been closely scrutinised and amended to respond to the concerns of older Australians, providers and stakeholders.

The final text of the Bill was robustly debated by the Senate over several days. A total of 99 amendments were tabled (and ultimately agreed to) in the Senate by the Government, Opposition and Independents.

### Key amendments for bipartisan support

In a sector struggling to attract and retain skilled workers, the introduction of statutory duties on certain responsible persons to exercise due diligence to ensure their registered provider complies with its duties

under the Bill caused considerable concern for providers. The Senate passed an amendment to reduce the scope of those responsible persons caught by the duty, creating a 'carve out' for registered nurses who have responsibility for management of the care services or aged care home.

The amendments also clarify some of the ways in which the Statement of Rights will be enforced. While a provider's compliance with the Statement of Rights was always contemplated by the Bill as condition of a provider's registration, the amendments note that providers must demonstrate an understanding of the Statement of Rights and have in place practices to ensure (rather than 'designed to ensure', as previously drafted) they act compatibly with the Statement of Rights.

Both the Government and Opposition recognised the importance of a financially viable sector and neither sought to amend the new funding model, however, the amendments prescribe that Refundable Accommodation Deposit retention amounts must be less than 2 per cent annually and requires the Minister to cause an independent review of accommodation pricing, with the report to be delivered to Parliament by 1 July 2026.

Building on the Bill's human rights focus which calls for a 'step up' in the expectation on the delivery of care, amendments were passed to expand the definition of 'high quality care' to require that care be delivered by a sufficient number of qualified and experienced direct care staff.

The Senate Community Affairs Legislation Committee's Inquiry intensified calls to clarify the operation of substitute decision making proposed by the Bill. Acknowledging those concerns, the Government agreed to remove the 'decision-making supporter' provisions from the Bill which caused confusion about its interaction with state and territory-based legislation.

The Opposition argued there was 'overwhelming evidence' the provisions had not been thoroughly consulted on, with Government reassuring the

sector it would continue to 'work with stakeholders to ensure those arrangements are appropriate'.

In response to significant concern about the lack of transparency and continued delays in accessing aged care services, the Bill has been amended to require the System Governor to provide quarterly reports on the duration of waiting periods for certain funded aged care services.

To enable public scrutiny, the reports will be published on the Department's website.

### Rules needed to ensure smooth transition

On 25 November 2024, the Senate's amendments were voted on and passed by the House of Representatives. Once the Bill receives Royal Assent, it will become an Act and come into force on 1 July 2025.

To support the sector's transition and to ensure continuity of care, the Government has established an Aged Care Transition Taskforce and introduced the *Aged Care (Consequential and Transition Provisions) Bill 2024* into Parliament which will implement a transitional framework.

While providers have demonstrated an intention and willingness to prepare for the incoming changes in anticipation of the 1 July 2025 deadline, they require certainty to do so.

The operation of the framework as a whole remains unclear as we await the release of the Aged Care Rules which will accompany the Act.

The Department issued its proposed timeline to release the remainder of the Rules which is helpful to understand the Government's plan, but uncertainty remains.

And so, while the passage of the Bill marks a significant milestone, ultimately, the sector continues on its reform journey.

**Penelope Eden, Partner and National Lead - Human Services, Sacha Shannon, Special Counsel - Human Services, and Jonna-Susan Mathiessen, Associate - Human Services, MinterEllison**  
minterellison.com

# Three new staffing quality indicators coming in 2025

## What residential aged care providers need to know

The Department of Health and Aged Care is introducing three new staffing quality indicators for residential aged care in 2025 – part of the Australian Government’s ongoing reforms to aged care and its continuing response to the recommendations of the Royal Commission into Aged Care Quality and Safety

The department’s vision is to deliver the highest quality care for older people, where and when they need it.

The National Aged Care Mandatory Quality Indicator Program (QI Program) collects data on 11 quality indicators across critical areas of care. These critical areas of care can affect residents’ health and wellbeing. The QI Program helps to monitor and improve the quality of services for older people living in residential care.

From Quarter 4 2024-25, residential aged care providers will also need to report against three new quality indicators:

- enrolled nursing
- allied health
- lifestyle officers.

This means you will need to:

- collect staffing quality indicator data from 1 April 2025
- report new staffing quality indicator data in the Government Provider Management System by 21 July 2025.

Expanding the number of quality indicators from 11 to 14 to include these topics recognises the crucial role of staff in providing high-quality care.

### Data collection and reporting details

There will be five new data points across the staffing quality indicators. Two for enrolled nursing, two for allied health and one for lifestyle officers.

Four of the five new data points will come from Quarterly Financial Report (QFR) data, meaning no additional reporting for those data points.

You will need to measure the **enrolled nursing quality indicator** against:

- the proportion of enrolled nursing care minutes
- the proportion of nursing (registered nurse and enrolled nurse) care minutes.



You already report this data through the QFR. The department will calculate the enrolled nursing quality indicator from data you submit through the QFR.

You will need to measure the **allied health quality indicator** against:

- allied health care minutes
- percentage of recommended allied health services received.

The department will calculate allied health care minutes from the data you submit through the QFR. You will need to collect and report new data for the percentage of recommended allied health services received.

You will need to report the **lifestyle officer quality indicator** against:

- lifestyle officer care minutes.

You already report this data through the QFR. The department will calculate the lifestyle officer quality indicator from data you submit through the QFR.

The department has published new quick-reference guides to help you prepare for this change. The guides will help you understand how to collect and report data: [health.gov.au/resources/collections/qi-program-quick-reference-guides](https://health.gov.au/resources/collections/qi-program-quick-reference-guides)

### Have your say

There are plenty of opportunities for aged care providers and aged care workers to have their say about the changes to aged care:

- Join our mailing list and stay up to date with issues affecting aged care workers and the sector at [health.gov.au/aged-care-newsletter-subscribe](https://health.gov.au/aged-care-newsletter-subscribe)
- Visit the Aged Care Engagement Hub to find out about the latest consultation opportunities and outcomes at [AgedCareEngagement.health.gov.au/get-involved](https://AgedCareEngagement.health.gov.au/get-involved)

**Department of Health and Aged Care**  
[health.gov.au/our-work/qi-program](https://health.gov.au/our-work/qi-program)

# Filling the data gap in aged care



## Why data-driven decisions matter more than ever

In an era where data drives quality, outcomes and operational effectiveness, Australia's residential aged care sector still faces significant data gaps that hinder its potential. As Mirus Australia releases the Aged Care Effectiveness Index (ACE Index), we're aiming to fill this void by providing a clear, data-driven picture of sector performance. This effort is not just about scoring – it's about giving aged care providers the insights needed to drive meaningful change for their residents and their teams.

The ACE Index, developed collaboratively with StewartBrown, sector leaders and based on wide-reaching industry consultation, captures the essential elements that determine effectiveness in aged care: financial sustainability, performance against quality standards, resourcing and resident satisfaction.

By creating an aggregate picture of these factors, the ACE Index aims to fill a longstanding need for sector-wide data that providers can use to benchmark their own operations, compare progress, and make decisions that lead to tangible improvements in care quality and operational performance.

### The need for comprehensive and accurate data

Too often, aged care leaders must rely on fragmented data or partial insights, making it challenging to make truly informed decisions. We found that data alone isn't enough; what's needed is data that is comprehensive, relevant and sector specific. The ACE Index helps meet this need by offering a cohesive measurement across key operational domains.

Our findings reflect a sector that is resilient but facing pressure. In terms of financial sustainability, providers are feeling the strain of increased costs, yet the commitment to meeting quality standards remains high. This pressure extends to staffing, where resources are stretched thin. Meanwhile, resident satisfaction shows strong engagement but highlights areas for growth to better meet changing resident expectations.

Each of these aspects is represented with a score out of ten, developed through industry polling and extensive consultation. These scores reflect sector sentiment and align with what stakeholders see as essential indicators of success. However, our index goes beyond numbers; it's designed to spark reflection and action. To be a mirror, and a map.

### Using good data to drive better outcomes

Data isn't just about tracking progress – it's about shaping strategy. Aged care is a sector defined by its duty to the most vulnerable, which makes objective insights vital for

understanding areas for improvement and for driving better outcomes.

Leaders can use data from the ACE Index to answer questions like: How does our organisation compare in areas like staffing and resident satisfaction? Are we supporting sector-wide progress, or are there specific areas where we can do more?

Data-driven decision-making enables providers to not only assess their own operations but also contribute to a broader conversation on

sector reform. As a sector, we need to ask ourselves critical questions: Are we setting realistic benchmarks? Are we aligning our strategies with resident-centered outcomes? Can we do more to track, understand and meet quality standards?

### Moving towards a more transparent future

By creating the ACE Index, we're starting a conversation about how data can shape the future of aged care in Australia. But data alone is not enough; the sector must commit to ongoing assessment and improvement. Providers need access to reliable, robust information to support their teams, and sector-level data to understand and meet resident needs.

Our goal is simple: to give the aged care sector the tools to move beyond compliance to excellence. The ACE Index is a step toward that future, encouraging every provider to make data-driven decisions that place the needs of residents and the realities of operations at the heart of the care model.

In an industry as critical as aged care, the ability to reflect on accurate, meaningful data is not just beneficial – it's essential. The stakes are high, and the need is clear. Now is the time to embrace data's potential to transform aged care – one meaningful insight at a time.

The report is available on the Mirus Australia website: [www.mirusaustralia.com/aged-care-effectiveness-index](http://www.mirusaustralia.com/aged-care-effectiveness-index)

**Andrew Farmer, CEO, Mirus Australia**  
[mirusaustralia.com](http://mirusaustralia.com)



Andrew Farmer believes good data is essential for good governance.



# Higher Everyday Living Fees

From 1 July 2025, Higher Everyday Living Fees (HELFF) will replace Extra Services (ESS) and Additional Services (AS).

Now is the time to act to be HELFF-ready.

## Pride Aged Living supports aged care providers with:

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### HELFF Transition Program

The HELFF Transition Program is designed to assist providers restructure their ESS/AS programs to be HELFF compliant.

### HELFF Audit

For providers operating non-Pride Aged Living AS/ESS programs, we offer a HELFF audit. This audit will map your existing program against the HELFF business rules, identifying gaps.

### HELFF Implementation and Ongoing Support

We design and implement HELFF programs based on your existing services. It includes market and competitor analysis, a fee structure, marketing materials, contract agreements, billing, staff training and administrative procedures.

We provide ongoing support, advice, compliance monitoring, complaint management, training and collateral updates.

## Key Benefits

The benefits of our HELFF services include:

- ✔ Person-centred
- ✔ HELFF compliant
- ✔ Implemented on time

## Get in touch

To find out more about how we can assist, please contact us at [clientservice@prideagedliving.com.au](mailto:clientservice@prideagedliving.com.au) or [02 9068 0777](tel:0290680777).

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# Why additional services fees are a good thing

## A win-win for residents and providers

Though the names have changed over the years, **Extra Services, Additional Services (AS) and Higher Everyday Living Fees (HELFF)** are all designed for the same purpose – to encourage providers to offer services above the basics funded by government. This empowers a resident to exercise choice, access preferences and improve their quality of life, consistent with a person-centred approach in a financially sustainable manner for providers.

Extra Services was regulated by the government, though not widely adopted, as it was viewed as a luxury. As part of the 2014 aged care reforms, it was replaced by AS, designed to be more affordable and accessible, and not regulated by the government.

The lack of regulation meant many providers were cautious about charging AS fees. However, challenges faced in recent years led to more providers implementing AS programs.

Our 2021 industry insight found that 23 per cent of providers surveyed charged for packaged AS as a condition of entry, compared to 41 per cent in our 2024 survey. Of those charging AS fees in 2024, 89 per cent indicated that AS revenue was crucial for financial sustainability.

The inclusion of HELFF in the new Aged Care Act will embed the concept of providing services beyond the basics. This will support providers' capacity to deliver a person-centred model.

We have seen that once providers are comfortable charging for AS, they expand their service offering. This might include more bus trips to meet demand, providing king single beds, catering to broader interest groups

with activities and creative classes, or purchasing technology such as virtual reality headsets and smart TVs. This is consumer-directed care at its heart.

However, HELFF comes with new rules, including cooling off periods and agreement only after admission rather than prior.

### Keys to successful additional services offerings

There are some simple ways to ensure your AS or HELFF program is successful:

- start with services you already offer because you know they are popular
- design a package that offers value and appeal compared with purchasing individual services
- involve your staff in creating the package, as they know your residents best and are great advocates
- set your fee appropriate to both the market and the services on offer
- ensure you have a solid framework of policy, processes and compliance.

As HELFF cannot be agreed upon until after entry, there will be an added emphasis on the importance of your sales team in communicating the program's value and your entry process.

With legislation embedding HELFF, we can expect to see this become ubiquitous in residential care agreements, like the introduction of Residential Accommodation Deposits in 2014.

### What HELFF will mean for providers

While AS offers the assurance of revenue, providers will need to accept a lower level of package uptake and an increase in the use of individual services. Our modelling, based on 80 per cent uptake, still returns \$4,000 per resident per annum.

In the new draft of Schedule 1 of the Quality of Care Principles, the



Megan White says new reforms will mean AS offerings become standard in aged care homes.

government expects providers to charge residents for higher services such as transport for outings, Wi-Fi, and phones in resident rooms.

Essentially, HELFF is characterised by a program offering:

- packaged services attracting a daily fee
- increased range of individual services priced as a fee suitable to use; either daily, hourly or per service provided.

As HELFF will be regulated, we can expect to see consumer protections announced in the coming months that will need to be navigated.

While HELFF is expected to become legislation effective 1 July 2025, you can introduce it within your organisation before then – as an AS program that will transition or directly as a HELFF program that will continue.

Either way, it will mean a vast amount of change your teams – at a facility and corporate services level – will be experiencing as they transition to new legislation, strengthened Aged Care Quality Standards, and new fees and charges.

It will be important to plan ahead and pace the transition programs to ensure the delivery of care is not compromised as you manage the 2025 version of aged care reform.

**Megan White, Principal Consultant,  
Pride Aged Living  
[prideagedliving.com.au](http://prideagedliving.com.au)**

# Fees, contributions and means testing

## What's on the horizon and how to prepare for 1 July 2025

The past two years have included some of the biggest residential aged care reforms we've ever seen. With the Aged Care Funding Instrument behind us and strengthened Aged Care Quality Standards on the horizon, the focus has now shifted to who will fund the aged care system.

### Why think about these changes now?

In the past 15 years of reconciling, advising, and educating on compliant billing and reconciliation processes, we continue to find many providers and residents still do not understand the fundamentals of means testing, how assets and income are assessed and how to quickly identify incongruent and incorrect means assessment outcomes.

The 'no-worse-off' (also known as 'grandparenting') rule ensures residents entering residential care by 30 June 2025 will still be assessed under the current rules.

This will mean that for the next two to four years, your teams will need to understand two very different, complicated funding systems to ensure you charge compliant fees, receive your entitled revenue and keep your residents informed.

### Key changes to resident contributions

The proposed changes to means testing and resident contributions include:

- removal of Means-Tested Care Fees (MTCF), annual and lifetime caps
- implementation of a lifetime contribution cap
- introduction of a hotelling contribution
- introduction of a non-clinical care contribution
- Refundable Accommodation Deposit (RAD) retention amount for five years
- change in Assets per Day (APD) calculations with almost eight per

cent of assets above the second and subsequent thresholds being considered (currently, only one per cent of assets between the first and second thresholds and two per cent of excess assets are included in the test).

It's clear that although residents will no longer contribute to clinical care costs, they will be levied significant amounts through various contributions. The government estimates around half of new residents will contribute more under the new rules.

This will be driven by the adjustment of the assets per day calculation with more residents eligible to contribute to their non-clinical care costs at a higher amount.

For instance, under the previous rules, a resident with \$300,000 in assets for aged care purposes would return an APD amount of \$66.26. Under the new rules, their APD will be \$87.50 and result in additional contributions over their accommodation payment, irrespective of their Income per Day (IPD) amount.

### What we can expect

When we transitioned to the 1 July 2014 rules, we saw countless data and process errors resulting in millions of dollars in lost revenue to the industry. In the past 12 months alone, we have returned over \$340,000 to the industry by finding and rectifying these errors.

Additionally, there can be a significant mismatch between the residential aged care fee letters and payment statements.

We are currently working on a case where a resident received the MTAS and was also levied MTCFs in a single entitlement month with letters only mentioning an MTCF.

In another example, a letter reconciliation resulted in an over-refund of \$10,000 to a resident compared to the payment statement reconciliation.

As we transition to a new funding model and the payments system is upgraded,

providers must remain vigilant in their payment statement, billing and fee letter reconciliation processes to ensure compliant, correct fees are levied and all entitled revenue is captured.

### What you can do now to prepare

There's still a way to go before these changes are finalised, but we can do plenty now.

1. Build your internal capacity by ensuring your team understands the current funding system and can identify incongruent fee advice and explain outcomes and means-testing processes to residents.
2. Ensure you are charging compliant fees by completing a monthly, quarterly and pre-departure MTCF and Daily Accommodation Contribution (DAC) reconciliation of billed amounts against both fee letters and payment statements.
3. Automate your data retrieval and storage processes. Automating your payment statement and fee letter download and storage process can save weeks of work each year.
4. Ensure the data you use in your tools and workbooks is cleansed, accurate and humanised (contextualised and useable by anyone). This is often the most difficult step in the entire process.
5. Start thinking about how you will update your reporting, resident documentation and resident information packs to accommodate both funding systems.

If you would like help or advice on getting started or validation that your processes are future-proof, please reach out – we've helped hundreds of providers and we would love to help you too.

**Shavin Perera,**  
Funding & Performance Partner,  
Provider Assist  
[providerassist.com.au](http://providerassist.com.au)



# The growing threat of workers' compensation recovery claims

## Strategies for risk mitigation

Aged care providers are facing rising governance, insurance and financial sustainability risks due to an increase in recovery claims brought by workers' compensation insurers against their public liability insurance.

There are two significant gaps that can provide pathways for workers' compensation insurers to pursue recovery claims against their public liability policy.

The first is host employer liability, wherein injuries sustained by labour hire workers or contractors may give rise to claims against the provider's public liability policy.

The second is inter-entity liability, wherein workers' compensation insurers seek recovery from another entity within the same organisational group's public liability policy.

### The impact on public liability insurance

As workers' compensation recovery claims increase, public liability insurers have responded by tightening terms and conditions for aged care service providers in several ways:

- **Higher excesses.** Insurers apply excesses from \$25,000 to \$250,000 for labour hire claims and from \$50,000 to \$500,000 for outsourced contractor claims.
- **Enhanced WHS requirements.** Insurers now require aged care providers to demonstrate comprehensive workplace health and safety (WHS) protocols for all staff, including labour hire workers, contractors and volunteers.
- **Selective declines of coverage.** Providers with specific inter-entity structures or high reliance on labour hire may be denied coverage.

### Host employer liability

Host employer liability claims can arise when providers (the 'host employer') are subject to recovery actions following a work-related injury sustained by workers engaged through labour hire agencies or contractors while under the supervision and control of the host employer.

In these cases, the host employer's legal responsibility for supervising and controlling the injured worker's activities may create grounds for the workers' compensation insurer to seek recovery against the provider's public liability policy.

The exposure can be significant, as exemplified by a current \$4.8 million claim stemming from a single labour hire incident in Victoria.



Additionally, another insurer cited 13 claims over six years, totalling \$10 million, while a third reported multiple claims exceeding \$1 million each, all notified in recent months.

### Strategies to mitigate host employer liability risks

- **Strengthen labour hire contracts.** Agreements with labour hire agencies and contractors should clearly define liability and insurance responsibilities, specify required qualifications, expectations for WHS management, incident reporting, and other procedures when engaging labour hire and contractor staff.
- **Enhance WHS protocols.** Providers should extend their protocols to encompass labour hire, volunteer and contractor staff, ensuring they are treated according to the same standards as employees.
- **Regularly review public liability insurance.** Providers should regularly assess their public liability insurance, ensuring it aligns with their use of labour hire and associated risks.
- **Monitor labour hire exposure data.** Monitoring labour hire exposure data is essential, as insurers require this information to accurately assess risk and set premiums.

### Inter-entity liability

Inter-entity liability claims can occur in multi-entity organisations, where different entities are responsible for staffing (employing entity) and funding (earning entity).

Lockton’s experience indicates that most of these claims arise in private and family-owned provider structures that have multiple entity relationships within their organisational framework.

When a worker is injured, the workers’ compensation insurer of the employing entity may seek recovery from the earning entity’s public liability policy, treating the employing entity as if it were part of a labour hire arrangement, despite both entities operating within the same organisational structure.

Public liability policies are designed to cover claims for third-party injuries or property damage. Therefore, claims made by one entity against another within the same group can trigger the “insured versus insured” exclusion.

To date, public liability insurers have responded to these claims by treating the workers’ compensation insurer as an external party.

However, they are increasingly implementing exclusions or denying coverage altogether.

The potential liability can be significant, as evidenced by one insurer reporting 11 inter-entity claims totalling \$5.14 million from 2014 to 2022.

**Strategies to mitigate inter-entity liability risks**

- Re-evaluate organisational structure. Providers may benefit from restructuring to reduce inter-entity claim

exposure. Legal and tax advice can ensure compliance and risk mitigation.

- Align public liability coverage with entity relationships. Aged care providers should adjust their public liability policies to reflect the organisation’s internal relationships and liabilities, ensuring coverage aligns with inter-entity operations.
- Increase visibility of recovery claims. By monitoring workers’ compensation policies across entities, providers can identify and manage potential inter-entity recovery claims early.

With insurers tightening their requirements and coverage terms, aged care service providers reliant on outsourced labour or structured across multiple entities should act to understand and proactively mitigate the risks of workers’ compensation recovery claims to help ensure long-term sustainability.

**Lyle Steffensen, Manager - Industry Strategy & Innovation, Lockton**  
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# Build your financial resilience

Use technology to level up your budgeting, forecasting, reporting, scenario planning and more

**Finance leaders in aged care face ongoing challenges – including balancing finances while navigating the need for specific care models, complex resident contributions, and keeping up with evolving government regulation and pricing policies – but the right planning and analysis can help.**

The growth in the sector will open avenues to not only provide a greater quality of care, but to do so in a sustainable way, while evolving technologies will give greater insights for better financial planning and analysis.

The key to building financial resilience is evident in the four critical considerations: workforce planning, funding management, capital investments, and financial planning and analysis solutions.

## Workforce planning

In aged care, there are stringent staffing compliance requirements. Workforce costs are typically one of the largest expenses, making workforce and headcount management a critical aspect of financial and operational strategy.

Finance teams and department heads need to collaborate, ensuring the labour budget is built with the right level of headcount granularity, and incorporating key assumptions including award rates and other cost drivers.

A robust workforce planning model must be precise and adaptable to account for ongoing adjustments. Proper labour planning allows for accurate forecasting of costs while aligning staffing with operational needs.

This will help avoid both under-staffing, which compromises care quality, and over-staffing, which strains the budget.

## Funding management

Providers must handle and meet requirements in several areas of

responsibility. For residential aged care, these include the AN-ACC funding model, refundable accommodation deposits, care minutes and other compliance obligations.

Aged care funding and planning models must carefully consider these kinds of underlying factors that directly impact a provider's revenue and financial sustainability.

Drivers such as available beds, utilisation and resident profiles help providers forecast potential revenue, and align staffing and resource needs accordingly, with due consideration to government compliance requirements.

## Capital investments

Capital expenditure planning is about balancing immediate and long-term needs. Providers need to factor several components when planning, including:

- infrastructure and facility upgrades to meet occupancy demand and keep providers competitive
- technology investments to improve efficiency, including investments in health management, rostering, and financial planning and analysis systems
- regulatory compliance upgrades such as improving infection control protocols or upgrading systems to meet government reporting requirements, where failure can result in penalties and operational disruptions.

## Financial planning and analysis solutions

Financial planning and analysis plays a central role in ensuring the financial stability and growth of providers. This includes continuous analysis and reporting to assess financial health, dynamic budgeting and forecasting, regulatory compliance and funding optimisation, and providing strategic decision support.

Relying on spreadsheets to do this is both inefficient and risky. While familiar, spreadsheets often contain errors, limit collaboration and tend to be static. This makes it difficult to test scenarios, reforecast in real time, or provide transparency during the planning process.

At QMetrix, we have partnered with finance teams to implement market leading financial planning and analysis technology, such as Workday Adaptive Planning, configured to address the specific challenges in the sector.

While this delivers long-term strategic benefits, more immediate gains include speeding up forecast cycles, improving month-end reporting accuracy, and fostering greater collaboration.

This ultimately leads to more informed decision making, enhanced service delivery and better quality of care.

## Get the right support

As Australia's population ages and demand for services expands, providers must not only keep up, but also look for ways to get and stay ahead.

This includes having robust financial models to secure funding, strong workforce planning practices, and timely access to key financial data and metrics to support decision making and future planning.

We recommend taking the time to explore technology solutions aligned to the aged care sector that will help you to do this better, especially before the next budget season rolls around.

To learn more about financial and strategic planning for aged care, explore our whitepaper at [qmetrix.com.au/industries/aged-care](https://qmetrix.com.au/industries/aged-care)

**David Huynh, Director, QMetrix**  
[qmetrix.com.au/industries/aged-care](https://qmetrix.com.au/industries/aged-care)



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# Getting data ready

## The three essential steps for AI and automation

**Investment in transformative technology is rising globally, and many sectors are experiencing the real-world benefits of automation and artificial intelligence (AI).**

With the Australian aged care sector at the edge of significant change due to the new Aged Care Act, there are exciting opportunities for providers to adopt these technologies.

Many are already using AI to enhance care through health monitoring, predicting potential issues and personalising care plans, allowing for proactive measures by identifying risk patterns and emerging trends.

Additionally, automation is creating efficiencies by streamlining administrative tasks, driving financial sustainability and allowing staff to focus on providing care and improving outcomes for care recipients.

While the success of AI in aged care is compelling and impactful, it hinges on robust data foundations. Aged care providers collect vast amounts of data but often lack confidence in its quality and usability.

To get maximum return on investment from automation and AI, there are three foundational steps providers should take – whether you've already embarked on technology transformation or you're yet to begin.

### 1. Data governance

Data governance is essential for effective data practices and necessary for automation and AI. It provides oversight and assurance that data is being collected, used and managed appropriately and safely. Data governance is critical for managing ethics and risks around data, such as privacy and security, particularly in the aged care sector where data is extremely personal and sensitive.

Implementing data governance starts with understanding what data an aged care provider holds. A data stocktake (understanding what you have) and creating a data inventory (clearly documenting it) creates a transparent record of all data.

Assigning data stewards to specific assets and classifying data based on its security and sensitivity fosters a culture of responsible data use and creates the basis for access and usage rules.

### 2. Data quality

Trusted, fit-for-purpose data is essential for automation and AI because large quantities of good quality data are needed to train AI models.

Inaccurate, incomplete or out-of-date data can lead to incorrect assumptions or biases. This risks unethical or

unequitable outputs that don't accurately represent sector needs, or adversely affect care quality.

Clearly defined single sources of data truth can provide a reliable baseline for AI models. Data can be checked regularly, and quality can be improved over time through improving data collection methods, such as standardising collection processes through digital templates with built-in validation (or quality) checks.

### 3. Data curation

Data curation is the process of collecting, structuring, organising and integrating data for effective use. For aged care providers, this means connecting various data points across departments – such as health assessments, medication records, and care plans – while maintaining consistent formatting for ease-of-use.

Instead of curating all data at once, start by identifying key questions that need answers. This approach allows for working backward to determine essential data required. Often, this foundational dataset is already available and can be as straightforward as linking an aged care provider's quality indicators with their financial performance. This targeted process uncovers valuable insights and highlights connections that can drive improvements in care delivery.

### Where to next?

These three foundational steps must be supported by an overall Data and AI Strategy to set the direction for data and AI within an aged care provider, while complying with relevant regulations and legislation.

Implementing Data and AI Literacy Programs empowers the workforce to collect, manage and interpret data effectively.

Finally, securing senior stakeholder buy-in and change management is needed for a strong, organisation-wide emphasis valuing data for enhancing aged care quality and safety.

Ultimately, the sector will be able to base its actions on a solid foundation of accurate and timely data, with manual processes minimised through automation, driving cost savings and efficiency gains, which can be reinvested into improving care quality.

Starting the data-readiness journey now will foster continuous improvement in aged care quality and safety, creating a more trusting and empowered sector focused on efficient and effective person-centric care for older Australians.

**Lisa Jenkinson – Partner, Powered Data and AI, KPMG, Heather Riley – Associate Director, Powered Data and AI, KPMG, Amy Shackleford – Associate Director, Powered Data and AI, KPMG, Nicki Doyle – Partner, Ageing and Human Services, KPMG**  
[kpmg.com.au](http://kpmg.com.au)

# Access is everything

## How to make aged care more secure and efficient

It's access – to families, to communities, to hobbies, to a full, robust life – that carers provide to residents. It truly means everything. Access is the goal, but it can also be part of the solution. Specifically, access management can help carers ensure that care is provided with ease, securely.

The aged care environment comes with many unique challenges that make managing access to digital information critical – but it's also typically a quite complex process. And the Royal Commission into Aged Care Quality and Safety, with its 148 recommendations, added even more complexity.

So, balancing the need for quick access to information with the imperative of keeping resident information safe and secure will only become more important. The right access management solution can help achieve that delicate balance.

As you read on, consider these specific recommendations from the Commission, as well as how access management technology could make a difference:

- **Recommendation 86 Minimum staff time standard for residential care.** Specifically it states, “the minimum staff time standard should increase to require approved providers to engage [carers] for the average resident for at least 215 minutes per resident per day for the average resident, with at least 44 minutes of that staff time provided by a registered nurse.”
- **Recommendation 94 Greater weight to be attached to the experience of people receiving aged care.**

### Access today

A typical day for a carer in an aged care home could require interactions with more than 20 residents, all of which require access. The carer must sign in to the resident record system – for each and every resident they assist.

Research has shown that, in hospital environments, clinicians can spend up to 45 minutes a shift on logging in to systems they must access to provide care. This is likely the case in aged care environments, too, where an additional 45 minutes to focus on resident care could make a world of difference.

Existing access processes are more than just time-consuming; they can put residents at risk. When residents' information is too easy to access, it is no longer secure. That's a clear problem for resident safety and security, but it's also a compliance issue.

Carers may also be metaphorically chained to physical workstations when they need to access resident records. Outdated systems also require the taking of manual, written notes to be charted digitally later – though even this assumes that there are no emergencies that would rightly push the previous resident's context to the side.



Carers do fantastic work. Full stop. But by streamlining access management workflows and technology, there's the possibility for so much more.

### Access tomorrow

With the right access management solution in place, a typical day for a carer may not look too different – but security and technology would be working with them in pursuit of resident care, not against them.

With single sign-on, a process which requires only one login using username and password before allowing access through a badge-tap, carers could have near-instant access to resident records, every time they need it, with an audit log on every device, including mobile devices.

By freeing carers from physical workstations and enabling mobile care, they are able to access resident information and care for them wherever they may be.

### Access for everyone

With strong access management in place, carers can ensure fast, secure access to resident information, thereby doing what it is they're best at – caring for residents. And because of the wonderful care they receive, residents continue to have access to all the things they love. Because access really is everything.

**Daniel Johnston,**  
**Director Clinical Ops (ACNIO, NHS CSO), Imprivata**  
[imprivata.com](http://imprivata.com)

# Aged Care Today

## in-house from January 2025

### Under the Ageing Australia banner



We are excited to announce that from January 2025, *Aged Care Today* will be produced entirely in-house by Ageing Australia (formerly known as the Aged & Community Care Providers Association).

With an organisational rebrand, we decided it was time to rethink the way forward for our popular and industry-leading magazine.

While the magazine's content will continue to be carefully curated by our marketing and communications team, Adbourne Publishing will no longer be responsible for design or advertising.

Ageing Australia will now manage these components directly, with our partnerships team managing advertising, ensuring seamless production and continued high-quality content.

For our valued contributors and advertisers, you will continue to receive high-quality service and support – delivering on our commitment to excellence.

And remember, if you're an Ageing Australia partner, you can take up editorial opportunities as part of your partner benefit – as well as discounted advertising.

Get in touch with us to find out how we can help you spread the word through *Aged Care Today* magazine.

For any editorial queries, please contact the editor at [editor@accpa.asn.au](mailto:editor@accpa.asn.au).

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# Addressing the skills shortage in aged care with AI

## How it can help, so humans can do what they do best

In Australia, there are currently 30,000 vacant jobs in residential aged care nationwide, highlighting the workforce challenges plaguing the industry.

Staff shortages put immense pressure on existing staff, affecting quality of care and overall operational efficiency – but Artificial Intelligence (AI) can help.

It offers promising solutions to bridge this skills gap and enhance the quality of aged care without compromising the human touch that is so essential in this field.

### AI-driven health monitoring

One critical task in aged care is regularly monitoring residents' vital signs, especially in medical emergencies or when residents require additional monitoring for medical conditions.

Traditionally, nurses perform these checks regularly, sometimes every hour or two, which is time-consuming and labour-intensive.

AI can revolutionise this process by integrating with existing health monitoring systems to continuously track vital signs such as heart rate, blood pressure, respiratory rate, temperature and oxygen saturation levels.

How it works:

- **Real-time alerts.** AI systems can analyse data in real-time and send alerts to the nurses' station via automation if any abnormalities are detected. This ensures immediate attention is given to those in need without requiring hourly rounds. AI can also predict potential health issues

by analysing patterns in the data, allowing for proactive interventions and improving patient outcomes.

- **Enhanced monitoring.** Wearable devices and sensors can provide continuous monitoring, improving resident outcomes, reducing nursing staff's workload, and allowing them to focus on more critical tasks. While AI handles the technical aspect, nurses can spend more time with residents, supporting their wellbeing and providing the human interaction crucial for their mental and emotional health.

### Predictive analytics for staffing and resource management

AI can help predict staffing needs and optimise resource allocation, helping to maintain adequate staffing levels.

How it works:

- **Demand forecasting.** AI algorithms can analyse historical data and predict peak times when more staff will be needed, allowing for better scheduling and resource allocation.
- **Automated scheduling.** AI-driven scheduling systems can create optimal work schedules that maximise staff availability and efficiency, reducing administrative burden and staff burnout and helping residents receive consistent care.

### Enhancing training and development

Training new staff is a significant challenge in aged care, especially given the high turnover rates. AI can streamline and enhance training through personalised learning and virtual simulations.



How it works:

- **Personalised learning.** AI can create customised training programs based on individual learning styles and progress, ensuring each staff member receives the most effective training.
- **Virtual simulations.** AI-driven simulations can provide hands-on experience in a controlled environment, allowing staff to practice and refine their skills before working with actual residents.

**Improving resident experience**

AI can also improve residents’ overall experience by contributing to personalised care plans and enhancing communication between staff and residents.

How it works:

- **Personalised care plans.** AI can analyse data from various sources to create personalised care plans that cater to each resident’s unique needs and preferences.
- **Communication tools.** AI-powered communication tools can help residents stay connected with their families and friends, improving their overall wellbeing and satisfaction.

**Addressing administrative tasks**

Administrative tasks can take significant time, reducing the time available for direct patient care. AI can automate many

tasks, allowing staff to focus on what they do best – caring for residents.

How it works:

- **Automated documentation.** AI can automate the documentation of care activities, ensuring that records are accurate and up-to-date without requiring manual entry.
- **Billing and compliance.** AI systems can handle billing and ensure compliance with regulations, reducing the administrative burden on staff.

**Are you ready?**

Integrating AI into aged care homes presents a transformative opportunity to address the skills shortage and enhance the quality of care provided to residents.

By automating routine tasks, optimising resource allocation, and improving training and development, AI can help bridge the gap in the workforce while ensuring that the human touch remains at the heart of aged care.

AI is not a replacement for human caregivers but a powerful tool that, when used effectively, can enhance the human connections that define exceptional care.

**Mani Padistti, CEO, Emerging Tech Armoury and La Stacey Baramy, CEO, Ibis Care**  
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# The benefits of retirement living technology

## Better communication and engagement at The Healey

**In an inspiring move towards innovation, the residents of Melbourne’s The Healey retirement living community have adopted new technology to transform how they connect, communicate and engage with their retirement living community.**

With only 54 retirement living apartments, The Healey focuses on a balance between privacy and a genuine sense of community.

Since the adoption of Person Centred Software’s Resident Engagement App, powered by Centrim Life, the community has experienced a positive transformation, fostering a greater sense of strength and vibrancy.

### How retirement living technology helped

Before implementing the new technology, The Healey utilised a different app that had less functionality, with only one-way communication, and didn’t fully engage residents.

The village wanted to introduce a communication method that allowed for two-way engagement and would also give residents access to a wide range of resources.

The Resident Engagement App has revolutionised communication at The Healey by enabling real-time updates and offering valuable content like

60-second ‘how to’ videos, which have been enthusiastically embraced by village residents, with topics such as correct use of the apartments’ appliances and learning the new community features on the app.

The key benefits for the community are:

- increased resident participation in events and activities
- improved communication between staff and residents, leading to quicker resolution of issues
- a stronger sense of community, with residents feeling more connected and informed
- reduced administrative tasks for staff, freeing up time for more personalised services.

In addition, the app’s self-service features – such as booking community events, requesting maintenance and accessing important documents – have streamlined operations for both residents and staff.

One of the residents at The Healey, Chris Smith, even used the app while visiting his family in the USA, allowing him to stay connected with his friends and everything happening at The Healey.

### Building confidence and adoption

The success of the Resident Engagement App implementation relied on building confidence in the technology among staff and residents.

The team at Person Centred Software provided thorough training and used various strategies to bring the community on board.

Appointing resident champions was important in the onboarding process, as they played a key role in encouraging their neighbours and helping them feel comfortable with the new system.

The Healey General Manager Sally Pickering is delighted with the results, saying the technology has been a journey that management, staff and residents have travelled together.

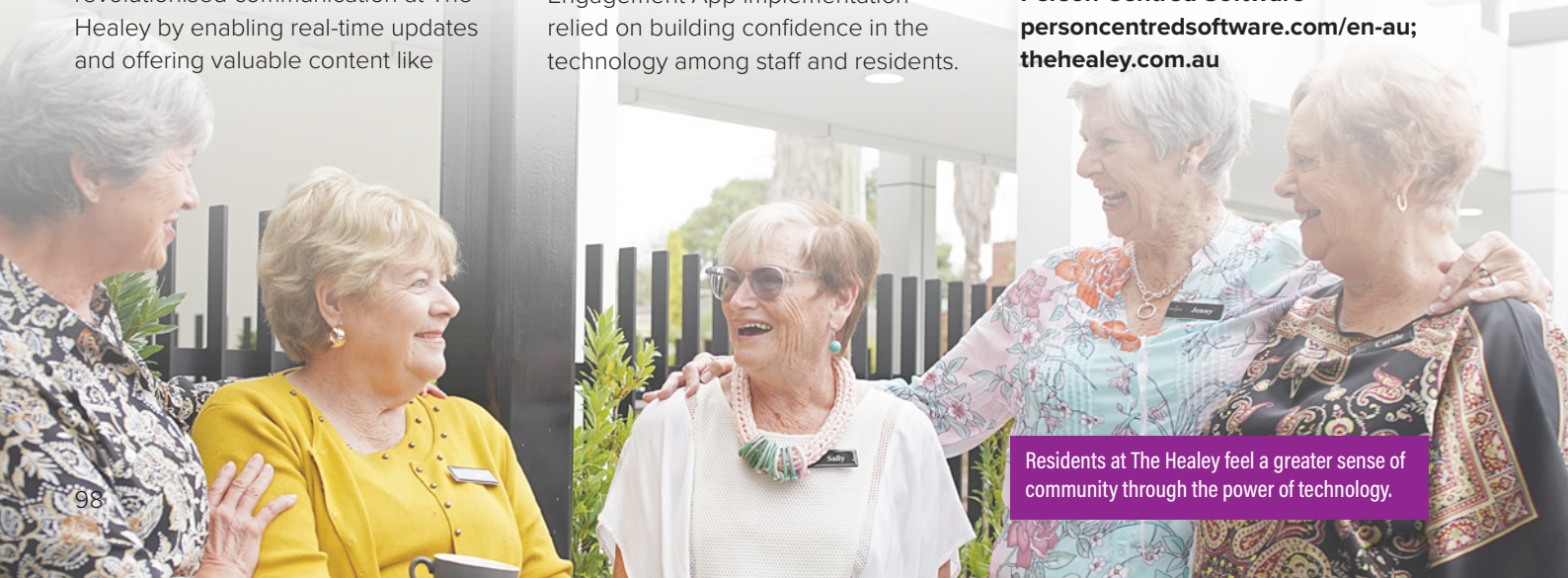
“Embracing technology alongside our residents sets a positive, forward-thinking tone for how we communicate and operate the village,” she said.

### Where to next

The Resident Engagement App is already making a meaningful difference by strengthening community relationships, improving resident satisfaction and encouraging greater engagement between residents and staff.

Looking at the next steps, the team at The Healey is excited about future enhancements to the system, including the introduction of digital noticeboards, group messaging and a resident kiosk.

**Person Centred Software**  
[personcentredsoftware.com/en-au](https://personcentredsoftware.com/en-au);  
[thehealey.com.au](https://thehealey.com.au)



Residents at The Healey feel a greater sense of community through the power of technology.

# Humanising aged care with a Digital Nervous System

## Technology leaders must keep pushing the boundaries

**As chief technology officers and leaders in the aged care technology space, our work is driven by one question: how can we use technology to connect with and serve older people?**

The answer lies in building a Digital Nervous System (DNS) – a transformative approach that integrates data, streamlines processes and provides real-time support across the aged care continuum.

A DNS, when implemented effectively, acts like the ‘brain’ of an organisation, analogous to the human nervous system. By connecting data points, coordinating responses and driving intelligent decisions to enhance care outcomes, a DNS enables aged care providers to respond proactively and flexibly in an increasingly complex environment.

### The backbone of modern aged care

The concept of a DNS is uniquely powerful in aged care, where quick access to real-time data can mean the difference between life and death.

The Department of Health and Aged Care’s newly launched Aged Care Data and Digital Strategy echoes this vision, envisioning a digitally connected aged care system that not only improves operational efficiency but also empowers our older Australians with more personalised care.

By enabling efficient data exchange, a DNS connects interactions between care providers and their clients, streamlining communications and supporting a person-centred model of care. This approach shifts aged care from being reactive to a model that includes proactive and distributed support.

### How a DNS elevates aged care

An ideal DNS will enhance care delivery by supporting reactive, proactive and

distributive care. When examining different in-market platforms, it’s important to ensure they support the following outcomes.

- 1. Immediate, real-time responses.** In aged care, timeliness is paramount. Imagine a resident pressing a call button from their bed and instantly alerting healthcare providers through a notification system. This instantaneous connection minimises delays and ensures proper care is provided quickly, helping to prevent escalation of minor issues.
- 2. Using data to anticipate needs.** The next frontier of aged care is proactive support, where care is provided in anticipation of needs rather than merely in response to them. Through the integration of sensors and wearable devices, a DNS can analyse health metrics, providing insights into residents’ wellbeing. For instance, if a care recipient’s vitals indicate signs of distress, the system can prioritise their care on a nurse’s list, allowing for timely intervention and preventative care.
- 3. Empowering care teams.** Ensuring continuity and quality of care, no matter who is on duty, is important. With a DNS, critical patient information can be made available at all relevant interaction points. Whether a new nurse is covering a shift, or a care manager needs to check in remotely, the platform can allow for seamless access to all necessary data, enabling them to make informed decisions and coordinate care efficiently.

### Humanising aged care through technology

While technology often carries a reputation for being impersonal, in aged care it can help us move closer to a genuinely person-centred model. A DNS is far more than a set of algorithms;

it’s a dynamic network that captures and shares real-time information across the ecosystem, allowing caregivers to act as a cohesive unit.

By integrating advanced data and communication tools, we can reimagine aged care as a system in which every caregiver and staff member has the information they need to deliver compassionate, responsive and personalised support.

A DNS fosters a culture of trust and transparency for residents and their families. With a DNS-driven platform, care teams are better equipped to communicate the specifics of each interaction and decision, providing families with peace of mind and building trust within the care environment.

### The future of DNS in aged care

The Aged Care Data and Digital Strategy marks an ambitious step toward a fully integrated and efficient aged care system but achieving it will require commitment and innovation at every level. Platforms like a DNS can be implemented to humanise and enhance aged care, creating environments where data and empathy coexist harmoniously.

The future of DNS in aged care will not only be about integrating data but also translating that data into actions that deeply impact residents’ lives. In the end, a DNS is more than just an IT framework – it’s a pathway toward a more humane, efficient and proactive aged care model.

Humanetix’s Advanced Care Ecosystem (ACE) platform is a prime example of a DNS that enhances care delivery. Designed specifically for aged care providers, the system is purpose-built to integrate seamlessly with existing systems, adding significant value by enabling quick responses, preventive care measures and coordinated actions.

As we look to the future, our challenge and opportunity as technology leaders is to continue pushing boundaries, developing solutions that connect people, support autonomy and ultimately, honour the lives of those we serve.

**Dr Malte Stien, Chief Technology and Product Officer, Humanetix**  
[humanetix.com.au](https://www.humanetix.com.au)

# The targeted nature of cyber-attacks on aged care

## It's time to make security a priority

**While technology has contributed significant efficiencies and improvements to care delivery in Australia, it has also opened the doors to malicious actors, making aged care organisations prime targets for cyber-attacks.**

Recent surveys and statistics underscore the urgency for the sector to prioritise cyber resilience, particularly as new regulatory frameworks such as the revised Privacy Act and the Cyber Security Bill come into effect.

McGrathNicol's annual Ransomware Survey highlights a concerning reality. In 2023, 56 per cent of Australian businesses experienced a ransomware attack, including many in critical service industries like healthcare and aged care.

In 2024, 84 per cent of businesses attacked opted to pay the ransom, and with cyber ransom payments now averaging \$1.4 million, it's clear that aged care organisations must invest more in their cyber defences, not just to prevent attacks but also to avoid devastating financial and operational impacts.

What makes aged care such a lucrative target is primarily the volume of personal and sensitive information stored by them. The data includes medical records, financial details and personal identifiers that are invaluable to cybercriminals.

In fact, the McGrathNicol survey found 69 per cent of Australian businesses have been targeted due to their data richness.

In addition, aged care organisations often rely on legacy systems and technologies that are no longer supported by regular security updates, leaving them exposed to highly sophisticated cyber threats.

With the growing reliance on digital patient records and telehealth

services, the attack surface has now expanded, offering more opportunities for cybercriminals to infiltrate an organisation.

### The regulatory push

The Australian government's recent updates to the Privacy Act and the introduction of the Cyber Security Bill mark a significant step in addressing the threat of a cyber-attack.

These regulations are designed to hold organisations accountable for protecting personal data and for reporting breaches. For aged care providers, this means an immediate need to review cyber security strategies to ensure compliance.

The Privacy Act now places greater emphasis on mandatory data breach reporting and the responsibility of organisations to protect personal information from unauthorised access.

In the aged care sector, where breaches can have life-altering consequences for residents, this is particularly significant. Providers must now not only focus on protecting data but also on having clear protocols in place for responding to breaches and notifying affected individuals swiftly.

The Cyber Security Bill further tightens the screws, mandating stronger cyber defences across sectors. The legislation calls for increased collaboration between private organisations and the government in combating cyber threats. For aged care providers, the proposed changes should be seen as an opportunity to develop strong partnerships with cybersecurity firms, legal experts and government agencies to bolster cyber defences and ensure compliance.

### Building cyber resilience in aged care

So, where does the aged care sector go from here? The answer lies in prioritising cyber resilience and a holistic approach



Darren Hopkins says aged care providers need to prioritise cyber resilience.

to preparing, responding to, and recovering from cyber-attacks. At the heart of cyber resilience is the need to invest in updated technologies, train staff on cyber hygiene and adopt proactive incident response plans.

Aged care organisations must also recognise that cyber resilience is not just an IT issue but a board-level responsibility. Ensuring the board and executive teams are educated on cyber risks and are committed to a culture of security is essential for long-term sustainability.

The rising wave of cyber-attacks targeting aged care in Australia is a stark reminder that no organisation is immune in today's interconnected digital world.

With the combined pressures of evolving cyber threats and new regulatory demands from the Privacy Act and Cyber Security Bill, aged care providers must strengthen their cyber resilience, embracing technology, fostering partnerships and embedding security into their organisational DNA. Only then can they ensure that they are not only protecting sensitive data but also safeguarding the trust and wellbeing of those they care for.

**Darren Hopkins, Cyber Partner,  
McGrathNicol Advisory  
[mcgrathnicol.com/advisory](https://mcgrathnicol.com/advisory)**

# Compliance through innovation

## How advanced technology can improve your business

Technological solutions are emerging as vital tools to streamline operations and enhance compliance in the aged care sector as it undergoes significant transformation – grappling with evolving industry standards, stringent compliance requirements, and the need for efficient data management.

Advanced technology can support providers striving to deliver high-quality care in the face of these challenges as well as an array of legislated and voluntary standards, including the Aged Care Quality Standards, retirement village standards, palliative care standards, and National Disability Insurance Scheme requirements.

### Streamlining compliance

By leveraging advanced technology, aged care providers can streamline the administrative process to enhance their management of compliance and avoid shortfalls.

It is important to ensure your platform is user-friendly and easy to navigate, allowing staff to access and input information quickly and accurately.

A consistent user interface across action systems and audit workflows also contributes to smoother processes and reduces administrative burdens.

### Enhancing audit efficiency

We know traditional audits can be time-consuming, and technology has an important role to play in streamlining the process to ensure accuracy and efficiency.

A technology system that allows for live data processing means managers can easily allocate tasks, monitor progress, and analyse audit results from a single platform, ensuring immediate access to information.

Technology products can also enable users to access individual audit results

and benchmarking reports, comparing performance with peers to identify strengths and improvement areas.

### Revolutionising data management

Managing National Quality Indicators (NQI) data is critical for auditing your business and maintaining high care standards.

Data must be collected per legislative requirements, including consumer experience surveys and quality of life assessments.

This is an ongoing and labour-intensive exercise where advanced technology solutions can have a significant benefit – supporting data collection, enhancing data accuracy, and reducing the time and effort required.

### Continuous improvement

Accurate data collection is not just essential for regulatory purposes, but regular internal audits can provide useful information for your business – from high level organisation-wide perspectives to a greater understanding of individuals in your care.

An integrated continuous quality improvement system that continuously optimises system performance, ensuring tools remain reliable and aligned with sector needs, should be an essential component of your continuous improvement strategy.

It can help users identify gaps, create corrective actions, track outcomes and drive service enhancement.

### Looking ahead

As aged care regulations become increasingly complex, technology will play an indispensable role in supporting aged care providers to adapt and thrive.

The future of aged care compliance lies in integrating innovative technologies. By adopting systems that simplify standards management and enhance audit processes, providers can unlock new potential, driving excellence in care.



### How QPS can help

Organisations like QPS Benchmarking can help aged care providers leverage technology to adhere to relevant standards, regardless of their business model.

Our commitment is to provide intuitive technology solutions that transform how aged care providers approach compliance and performance.

QPS has developed a user-friendly platform that simplifies managing varied industry standards with a multi-level structural approach that enhances navigation, allowing staff to access information swiftly.

We have built a fully digital audit system to streamline processes, which includes multi-user live support, enabling staff to work simultaneously within the same audit, collaborating in real-time regardless of location. This improves accuracy and fosters teamwork.

Drawing on extensive experience, we also created a QPS National Quality Indicator App for the home care NQI trial. The app ensures clients efficiently collect and report NQI data per legislative requirements, with a host of useful features.

We encourage providers to explore innovative solutions like those offered by QPS Benchmarking to improve your business operations and the level of care you provide.

**Adam Holcroft, General Manager,  
QPS Benchmarking  
qpsbenchmarking.com**

# Enhancing aged care efficiency and quality through technology

## Purpose-built solutions and cultural change are key

In Australia's aged care sector, frontline workers are under immense pressure. With rising compliance demands, workforce shortages and the need to provide high-quality, personalised care, the balance between compassionate service and operational efficiency can feel almost impossible to achieve – but technology has emerged as a crucial ally in addressing these challenges.

By leveraging purpose-built technology, providers can provide better support for staff, streamline operations and, most importantly, improve outcomes for residents.

However, the implementation of technology in aged care must be carefully designed to meet the specific needs of this sector. It's not just about adopting new gadgets; it's about creating a seamless experience that benefits both residents and caregivers.

### Key applications of technology

One of the significant hurdles in aged care is the time-consuming process of documentation. Care workers often spend a considerable portion of their shifts on paperwork, which detracts from valuable time with residents.

By automating administrative tasks, integrating communication systems, and providing real-time access to information, innovative solutions can empower staff and enhance care quality.

Point-of-care data entry solutions have been developed to allow staff to update records in real-time while remaining with the resident. This not only improves record accuracy but also ensures information is immediately available to all team members, enhancing communication and continuity of care.

Another key area is workforce retention and satisfaction. With staff turnover

being a persistent issue in aged care, technology can play a role in creating a more supportive work environment. Tools that reduce administrative burdens and streamline communication can help alleviate some of the stress that contributes to worker burnout.

Additionally, user-friendly systems that are intuitive and easy to learn can make onboarding new staff – including temporary or agency workers – far more efficient, enabling them to integrate smoothly into the care environment.

Safety and security are also top priorities in aged care settings. Modern solutions have started to integrate features like secure communication, building access control, and real-time location tracking to enhance the safety of both residents and staff. These advancements provide peace of mind, especially when it comes to responding promptly to emergencies or managing high-risk areas within a facility.

### One Tool Ecosystem

Amid these advancements, IT Integrity has developed the One Tool Ecosystem, which exemplifies how technology can be used effectively to support aged care workers.

This ecosystem integrates essential functions into a single device, offering seamless access to clinical information, communication tools, and security features. By simplifying workflows and providing real-time data, such solutions enable care staff to dedicate more time to residents and deliver a higher standard of personalised care.

There are many benefits of the One Tool Ecosystem, including:

- integrated Live CCTV feed with RTLS alerts for 'person of interest' and dementia wandering to the device
- MS EntraID Integrated access control for gates, doors, drug and supply rooms with full audibility and management from the device
- MS EntraID and location-based nurse call alerts
- agency staff workflow for rapid onboarding, provision of unique credentials, and access to relevant

information for the continuity of care quality and preference management

- enhanced care community communication with integration MS Teams for internal, PBX for external telephony
- dynamic dissemination of information based on role, care requirements and resident preferences
- one password ecosystem accelerating data capture at the point of care.
- live access to policies and procedures at the point of care through integrated MS Teams Quality Management System.

While it's just one example of the many innovative solutions emerging in this space, it illustrates the significant benefits of well-considered technology.

### Maximise the impact

It's important to note that successful implementation of technology in aged care is not just about the tools themselves but about training and cultural change. The future of aged care lies in creating environments where technology and human connection coexist seamlessly.

Staff need to feel confident using new systems, and technology should be intuitive enough to fit naturally into their routines. Collaboration with frontline workers during the development and deployment of these systems is crucial to ensure that technology enhances, rather than hinders, their ability to care for residents.

By prioritising solutions that support efficiency and quality, aged care providers can navigate the complexities of their roles while delivering compassionate, person-centred care.

**Steve Iannuzzelli,**  
Chief Client Officer,  
IT Integrity



# Choose technology for better care and a better business

## The time to act is now

Recent reforms in aged care – including the Australian National Aged Care Classification (AN-ACC) funding model, new star ratings, and strengthened Quality Standards set by the Aged Care Quality and Safety Commission – represent important changes to the sector and understanding their impact on care delivery and operations is essential.

These updates, further reinforced by the upcoming Aged Care Act expected to commence from 1 July 2025, place greater emphasis on transparency and accountability in care. Technology is emerging as a critical tool to help providers navigate these challenges, offering improvements in efficiency, compliance and cost-effectiveness.

By adopting the right technological solutions, aged care providers can streamline processes, improve efficiencies, better support their workforce and meet regulatory requirements.

### Creating efficiencies

Connected aged care solutions boost operational efficiency significantly. When personal care workers use smartphones with integrated applications to complete tasks directly in a resident's room, it eliminates trips back to the nurse station. As care is provided, the app automatically logs care minutes, offering precise and effortless documentation. This automation protects residents' data and gives staff more time to engage with residents, strengthening relationships and enhancing care quality.

Connected devices also improve care quality by supporting more responsive interventions. Safety is reinforced with built-in personal duress alarms linked to the wireless network. In urgent situations, the system communicates

the individual's precise location instantly for prompt assistance. These measures protect staff and create a secure environment as staff can focus on their duties with confidence.

### Supporting regulatory compliance

Technology also addresses one of the biggest pain points for aged care providers: regulatory compliance. The AN-ACC model requires precise documentation of care delivery, and traditional manual record-keeping is both time-consuming and error-prone.

Electronic health records (EHRs) automate this process and make it easier to capture and manage data in real time. This improves the accuracy of care documentation, reduces the administrative burden on staff, and lets providers meet audit and reporting requirements without disruption. It also lets providers flag when additional funding is needed to meet a resident's care requirements, ensuring providers maintain the necessary resources to offer high-quality, compliant care.

Automating compliance tasks also reduces the risk of penalties and enhances operational transparency, which is critical when interacting with regulators and stakeholders.

### Improving staff morale

Staff satisfaction is another area where technology delivers clear value. Automating repetitive tasks, such as updating care plans and logging resident data, significantly reduces the paperwork burden on care staff. Mobile apps provide real-time access to resident information and let staff make informed decisions quickly without returning to a central workstation.

This improves productivity and helps reduce burnout, which is a key factor in the aged care workforce crisis. Providers are more likely to retain staff

more effectively, reducing turnover and the reliance on agency workers by reducing the workload.

### Saving the bottom line

The financial benefits of technology adoption extend beyond operational savings. Providers can reduce overtime costs and improve resource allocation by automating routine tasks like medication management and care documentation.

For example, management can gain insights into staffing needs using workforce analytics, to plan rosters more efficiently and avoid the expense of agency staff during peak times. This resource optimisation leads to significant cost savings, which can be reinvested in improving care standards or expanding service offerings.

### Getting started

Collaborating with technology suppliers is crucial to integrating these solutions successfully. Providers must work closely with partners who understand the specific challenges of aged care to customise solutions that meet their unique operational requirements.

Whether it's designing a real-time location system (RTLS) that covers all critical areas of a site or configuring an EHR system that aligns with compliance mandates, strong partnerships will deliver immediate improvements in care delivery and long-term operational efficiency.

The benefits of technology adoption extend beyond day-to-day improvements. As the aged care sector evolves, providers that invest in the right solutions will meet current regulatory and operational demands and position themselves for future success.

**Alicia Schottler,**  
National Aged Care Practice Lead,  
Connected Health  
[connected-health.com.au](https://connected-health.com.au)

# How to achieve technology transformation

## The benefits and the pitfalls

In the rapidly evolving landscape of aged care, it is becoming increasingly important for providers to leverage technology to stay ahead.

The integration of technology in aged care is no longer a choice but a necessity for staying competitive and providing exceptional care. By overcoming challenges and implementing technological advancements, aged care providers can enhance service delivery and ensure compliance with evolving standards.

But what does this actually mean for providers and how can technology transform your aged care service delivery and help you meet your obligations? What are the pivotal trends and practices, and how can you avoid potential pitfalls?

### Embracing technology trends

Technological advancements like digital health records, telemedicine, wearable devices and smart home technologies are revolutionising care delivery. These tools not only streamline processes but enhance the quality of life for residents by promoting independence and better health management. Providers that want to stay ahead of the curve need to work towards embracing these kinds of technology solutions.

### Improving quality care

Technology has the potential to significantly transform care delivery and the experiences of residents and clients. Through automation, caregivers can reduce routine administrative tasks, allowing them to focus more on personalised care. Monitoring systems and emergency response technologies improve resident safety, while telehealth services facilitate access to specialists, especially benefiting those in rural areas.



### Achieving ongoing compliance

The importance of selecting and implementing technology that will support compliance with industry standards cannot be underestimated. This involves assessing current systems, understanding specific needs and ensuring chosen technologies align with organisational goals. The free Ideagen CompliSpace publication Aged Care Essentials can serve as a valuable resource, offering the latest legal and compliance updates to guide providers in maintaining high-quality care.

### Overcoming resistance to change

Providers must develop strategies to reform internal culture and overcome resistance to change and foster acceptance. It's crucial to involve staff in decision-making, and engage staff and residents in the transition process while emphasising the benefits of technology to alleviate fears. Ongoing training and support, and continuous education, are important for staff, while all residents need to have access to necessary technology, including those in remote areas.

### Taking security seriously

Addressing privacy considerations and ensuring data security measures are in place are important for alleviating concerns, particularly for residents and their families. In regards to data privacy, implementing robust security measures can help protect sensitive resident information.

### Funding matters

While technology can save money in the long-term, start-up funding can be a hurdle, particularly for smaller providers.

Exploring grants or partnerships may provide cost effective solutions, because the expense will pay for itself.

### Learning from others

Real-world examples from the Willochra Home and Orana Gardens demonstrated successful technology integration. At the former, implementing Ideagen's CompliSpace product streamlined policy approvals and boosted governance, resulting in significant time savings and enhanced compliance. Similarly, Orana Gardens leveraged the platform for comprehensive policy management, fostering quality assurance and staff training. By networking, you can learn from others and gain insights for your own operations.

### Helpful resources

To explore these insights further and gain a deeper understanding of technology in aged care, we invite you to watch our on-demand webinar. Hosted by Nicole Chen, this session provides a comprehensive overview of how technology can be a game-changer for your business.

Additionally, subscribing to our free publication, Aged Care Essentials, will keep you informed about the latest legal and regulatory updates, helping you maintain compliance and enhance care quality.

By positioning your business at the forefront of innovation, you will not only be able to enhance your care delivery, you will also help to transform Australia's aged care system for the better.

**Ideagen**  
ideagen.com



# smith+tracey architects celebrates award winning aged care & senior living architecture



**Top: Chirnside Views Aged Care**  
Finalist at the 12th Asia Pacific Eldercare Innovation Awards 2024

**Below: Princeton View Aged Care Brighton**  
Winner at the Bayside Built Environment Awards 2024

**BASScare Morgan Glen Iris**  
Winner Boroondara Urban Design Award 2023  
Finalist at the 10th Asia Pacific Eldercare Innovation Awards 2022

**St Vincent's Care Services Kew**  
Top 40, Think Brick Awards 2023 'UNEARTHED'  
Finalist at the 10th Asia Pacific Eldercare Innovation Awards 2022

This year, smith+tracey architects celebrate 75 years of practice. During this period we have developed a major presence and awareness within the seniors living, aged care, community and education sectors. We welcome the opportunity to continue our contribution in achieving better designed outcomes for senior living environments.

**smith+tracey** architects [www.smithtracey.com.au](http://www.smithtracey.com.au)



## Empowering aged care providers with expert consultancy support

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# Redfern property for sale for one dollar

## Unique affordable housing opportunity for aged care non-profits

**Are you a not-for-profit aged care provider with a penchant for innovation and a desire to build and run an affordable aged care home in inner Sydney?**

In a unique move towards addressing homelessness in older people facing financial hardship, the City of Sydney is looking to transform a Redfern car park into affordable residential aged care for at least 50 residents.

The council is inviting proposals from registered not-for-profit residential aged care providers to design, build and operate the home at 49 Cope Street.

To be eligible for consideration, interested aged care providers must partner with a local Aboriginal and Torres Strait Islander community-controlled organisation or providers, and deliver the project in partnership.

In addition to the aged care home, the appointed group must also create a 55-space public car park the City of Sydney will manage underneath the building, to replace the existing above-ground parking lot.

Currently owned by the City of Sydney, the 1,925m<sup>2</sup> site is proposed to be sold to the successful respondent for just one dollar, with a covenant on the land title to ensure it is used for affordable residential aged care permanently.

Lord Mayor of Sydney Clover Moore AO said that while housing is the responsibility of the NSW Government, the City of Sydney is being as creative as possible with land it manages to help those who need it most.

“There is a desperate need for culturally appropriate aged care in inner Sydney. We’re selling this site for a token one dollar on the condition it delivers aged care in perpetuity, and a 55-space community car park under the development,” the Lord Mayor said.

“This makes the affordable and diverse housing project viable, while locals will continue to have space to park their cars.

“We’ve heard what Redfern residents want and will make sure Aboriginal organisations and communities are at the centre of the delivery and operation of this new project.”



This initiative is part of the City of Sydney’s focus on housing, which sees it on track to deliver 5,237 affordable and diverse dwellings by 2036 – made possible through developer levies, discounted land sales, grants through our affordable and diverse housing fund, and through planning agreements.

Aged care providers interested in the Redfern project should be aware the deadline for expressions of interest has been extended and applications can be lodged by 11am Friday 28 February 2025, with outcomes from the expression of interest process reported back to council for consideration.

Visit [cityofsydney.nsw.gov.au/opportunities/build-run-affordable-residential-aged-care-facility-redfern](https://cityofsydney.nsw.gov.au/opportunities/build-run-affordable-residential-aged-care-facility-redfern) to find out more about the project and to submit a proposal.

**City of Sydney**  
[cityofsydney.nsw.gov.au](https://cityofsydney.nsw.gov.au)





# Award-winning dementia care

## VMCH filling a housing gap in Melbourne

**There are few choices available for families of older people with dementia who are unable to live in mainstream residential aged care, but VMCH is helping fill this important gap in Melbourne.**

VMCH's St Bernadette's Aged Care Residence in Sunshine North now welcomes people with high-needs dementia care, with a purpose-built home on-site for up to nine residents who have severe behavioural and psychological symptoms of dementia.

Known as Lady Lourdes House, it was built with funding from the Australian Government Department of Health's Specialist Dementia Care Program, which funds specialist dementia care units in existing residential aged care homes.

VMCH CEO Sonya Smart says Lady Lourdes House functions as a transition home, with the goal of helping people regain quality of life.

"The future of exceptional aged care relies on providing services that are tailored to the individual," she said.

"Lady Lourdes House offers residents 12 months of intensive and supportive care, to help them manage their symptoms, so that they can then transition into a mainstream aged care residence of their choice."

"Through our specialised care, we can empower our residents to live happy, fulfilled lives despite their diagnosis."

Lady Lourdes House was designed and furnished with guidance from Professor Richard Fleming and Dementia Australia's dementia enabling environment principles, and in collaboration with interior designer, De Fiddes – a unique, multidisciplinary practice that creates enabling environments for residential care, retirement living, dementia and disability.



The colour palette offers emotionally soothing colours.

De Fiddes delivered several key resident centric design services, including specialist interior design and documentation, furnishing and accessorising elements.

The project won De Fiddes an international award 'Best Dementia Care Design Project' in the category 'Leading Experts in Aged Care Interior Design – Australia' at the 2022 Build Home and Garden Awards – demonstrating the importance of dementia care design principles internationally.

Managing Director Debbie de Fiddes said winning the award was an honour, and though the project wasn't without its challenges, it was successful because VMCH shared their passion to make a positive difference in people's lives.

Since then, Lady Lourdes House has embraced its mission to support people with severe symptoms of dementia by helping to reduce and stabilise dementia behaviours, promote greater independence and improve their quality of life.

VMCH Executive General Manager of Quality & Clinical Excellence, Funda Ozenc, says Lady Lourdes House provides a person-centred, multidisciplinary approach to care for



The domestic-style kitchen creates a familiar space.

people living with severe symptoms of dementia, whose behaviours may pose risks to themselves or others.

“Our program recognises the needs of people with advanced dementia who cannot be appropriately supported in a

mainstream memory support setting and assist them to continue to live well with dementia within a community,” said Funda.

The aim of the program is to provide intensive clinical support and review, with the aim of stabilising the symptoms that result in distress or challenge for the person or their family, before finding a suitable home for the person to transition into permanently at the cessation of their time at Lady Lourdes House.

The program offers regular on-site support from Dementia Support Australia and clinical expertise through Northwest Mental Health Service to ensure all support is specific to the needs of people living with dementia as well as partnerships with GPs

**VMCH**

**[vmch.com.au](http://vmch.com.au); [dfdesign.com.au](http://dfdesign.com.au); [dementia.org.au/professionals/designing-dementia-friendly-care-environments](http://dementia.org.au/professionals/designing-dementia-friendly-care-environments)**



The design incorporates quiet spaces for reflection and relaxation.

**Dementia enabling environment principles**

1. Unobtrusively reduce risks
2. Provide a human scale
3. Allow people to see and be seen
4. Reduce unhelpful stimulation
5. Optimise helpful stimulation
6. Support movement and engagement
7. Create a familiar space
8. Provide opportunities to be alone or with others
9. Provide links to the community
10. Respond to a vision for way of life

# Hostel homecoming

## Filling a niche in aged care housing

**An extinction casualty of the last few decades is the almost ubiquitous cream and red brick single storey rows of one-bedroom units with the mandatory collection of pot plants adorning the front veranda – the hostel.**

These honest and quite often very homely dwellings gave way to redevelopment for aged care expansions or the creation of larger, more baby boomer targeted independent living villas.

A number of beliefs led to the demise of the hostel. These included a sense that the austerity generation accepted them but the next generation would not; a desire to scale residential aged care which often required the land the hostel occupied; a position that the costs of upgrading wet areas in particular made refurbishment of the hostel unviable; and the ease with which new independent living villas could be sold under retirement living legislation.

There was a coherent argument that increasing frailty at entry to aged care and the growing focus on home care meant that this transitional section of the market was squeezed out. As a result, with the passing of time, the hostel all but disappeared, absorbed by residential aged care homes and independent living units (ILUs).

However, today's assisted living unit (ALU) is now exploring its place and offer in the spectrum of seniors living – and could be the modern hostel.

Hostels and ALUs fill the gap between independence and high acuity. They offer a segment of the market a chance to maintain a level of independence but get a bit more support. In truth though, most of the support offered by an ALU can be achieved in the family home or an ILU, through home care and other services. An older person can quite certainly stay 'at home' and receive meals, linen, gardening, medication support and many other services, so what is it that makes the ALU different?

The difference lies in the components of hostel life which cannot be delivered to home. Hostels offer a sense of community, of close neighbours and a common place. There is a different experience of pastoral care when staff are on site and there is a physical presence to care, which is different to when it is delivered off site. There is a communal experience to dining together with other residents which is greater than simply receiving a meal, and there is a comfort in belonging which is provided by the collective rather than being isolated.

Affordability and downsizing are also real drivers for the hostel market. We know there is a baby boomer cohort of high wealth, but we also know there are many for whom downsizing is the way to liberate capital for living, or where

it is simply a matter of being able to afford much less. The success of the hostel model was to facilitate a small dwelling because the site offered other spaces and places that aren't needed in every home. Co-location with an aged care facility often made it easy to provide these shared services, staffing and spaces.

It is interesting to contemplate how services and support may have changed since the days of the hostel. Cleaning and gardening remain consistent while other aspects such as dining and wellness have certainly evolved, and new offerings may also play a role in the future, including IT support and financial services.

Resolving the nature of services and support and how they are delivered will help us to refine and design the common spaces which are needed to create the modern hostel.

The downfall for the hostel was probably more about policy and perception than bricks and mortar, but if something can be learned from the past, its likely to be reflections on flexibility and density. A time came with the hostel was too inflexible for refurbishment and its low-density planning made the land too valuable not to redevelop.

So, as we trail-blaze a future of the ALU what are the lessons we can bring from the hostel?

There are some key themes which revolve around community and pastoral support. It's not just the support itself which could be delivered, but the sense of support and of being in a place where it is accessible. Planning for ALUs should consider the ancillary spaces and services which support the dwellings and the housing of the staff that go with that. The presence of staff is in fact a key element in creating a community with a sense of accessible assistance rather than remotely provided support and services. Affordability and flexibility will continue to be key aspects of all future accommodation projects but remembering to allow people to enjoy their front veranda and their pot plants is also key in the recipe for success.

The hostel at its core was homely and it created communities, those drivers should be essential for informing the future of aged care living.

**Mario Dreosti, Managing Director, Brown Falconer**  
[brownfalconer.com.au](http://brownfalconer.com.au)



# Retirement villages the happiest places

## New study highlights importance of community and sustainability

**Housing is a key player when it comes to ageing and while ‘ageing in place’ appears to be a clear preference, few studies have considered the alternatives – until now.**

Recently released, The Catalyst Report summarised feedback from over 12,000 Australians aged over 60, comparing groups by age, sex and where they live – revealing people living in retirement villages report better quality of life.

Older Australians living in a retirement community scored significantly higher on the Catalyst Wellness Index (77.5) compared with the average for all older Australians (71.3).

Catalyst managing director Kevin McCreton presented these results at the recent Aged & Community Care Providers Association (ACCPA) National Conference.

“It’s clear that retirement communities offer a range of benefits for older Australians,” said Kevin.

“Retirement community residents have superior wellness than those who don’t move from home as well as those who downsize to a smaller property.”

ACCPA CEO Tom Symondson said retirement villages offer a place to thrive and connect within a supportive community.

“Retirement villages empower older Australians to live confidently, pursue their passions and embrace new opportunities. They create a sense of belonging and purpose, offering not just a home but a vibrant environment where people can truly flourish,” said Tom.

Retirement village residents rate their wellness far more favourably in terms of safety, companionship and access to support. Those living in lifestyle-oriented communities are

happier again in terms of independence, activities, mental wellbeing and thoughts about the future.

For some people, another drawcard is a focus on living in a healthy environment and lowering their environmental footprint.

With interest in sustainability increasing and people becoming more aware of their own personal impact on everything from landfill to climate change, forward-thinking communities that have implemented green practices not just as a marketing tool but as a way of life, are reaping the rewards.

Green buildings – which utilise design, construction and operational practices that significantly reduce or eliminate negative impact on the environment – can also improve quality of life for people who live in them, particularly as the choice of natural products improves indoor air quality and reduces potential irritants by minimising or eliminating use of volatile organic compounds, formaldehyde, flame retardants and terpenes.

Designed with energy efficiency principles including correct solar orientation and sufficient building insulation as well as double- or triple-glazed windows, people living in green buildings also benefit from reduced energy costs.

While retirement living residents indicated a better quality of life than other older Australians, renters fared the worst. With cost of living pressures and government payments like the pension not commensurate with the advancing financial burden, this finding is easy to understand.

“It’s clear that renters suffer housing insecurity. They also rate their financial wellbeing far lower than other Australians,” said Kevin.

The report also revealed those over 80 report much higher satisfaction with their financial wellbeing than those under 66 years of age. This reflects property appreciation, lower expenses and lower spending among many Australians over 75.

Women have a slightly lower Wellness score (70.8) than men (71.8), with financial wellbeing the main predictor of this difference, suggesting women have not benefitted from wealth accumulation or superannuation benefits as much as men.

Retirement village managers who would like to access a detailed copy of The Catalyst Report to gain insights for their ongoing business development can contact [kevin@catalystresearch.com.au](mailto:kevin@catalystresearch.com.au)

**Peter O’Dempsey, Head of Media & Public Relations, Aged & Community Care Providers Association**  
[thecatalystreport.com.au](http://thecatalystreport.com.au)



# Why a disaster management plan is important

## The impact of increasing natural disasters on Australia's aged care sector

As our changing climate drives an increase in the frequency and intensity of natural disasters in Australia, the aged care sector is facing unprecedented challenges, and ensuring the resilience and adaptability of aged care facilities has become an urgent priority.

From bushfires and floods to severe storms, heatwaves and pandemics, these events pose significant risks to the health, safety and wellbeing of residents and staff, as well as business continuity, infrastructure and commercial risk to facility operators.

### Vulnerability of aged care facilities

From natural disasters to health emergencies, the vulnerability of aged care facilities to various risks has become a growing concern. The COVID-19 pandemic, Black Summer bushfires, and 2022 La Nina floods have highlighted the vulnerabilities within this sector, and underscored the importance of better planning, preparation and response coordination required to protect people, communities, businesses and economies.

Within residential aged care organisations, safeguarding the health and safety of residents and staff, as well as protecting business interests and assets, constitutes critical responsibilities for governing boards, company directors, CEOs and senior managers. The weight of these responsibilities lies in making informed decisions about how the service will react when faced with potential or actual hazards impacting the facility.

Emergency and disaster readiness can be the decisive factor between responding to threats to life and property. It involves the ability to make well-considered choices on how to respond to hazards, taking into account the unique circumstances and local context of each residential aged care facility.

Equally crucial is equipping staff to respond confidently and effectively, especially since the presence of emergency services cannot always be guaranteed during a rapid onset incident.

An operational level understanding of how to respond to all hazards is essential for aged care facilities to ensure

comprehensive preparedness, timely response, employee safety, resident care, regulatory compliance and reputation management. It forms the foundation for a resilient and proactive approach to managing risks and safeguarding the wellbeing of residents and staff.

### Operational challenges during disasters

Natural disasters severely strain aged care facilities, presenting challenges such as:

1. **Evacuations and relocations.** Moving residents safely requires specialised vehicles, medical equipment and substantial staffing. Effective coordination with emergency services and temporary relocation arrangements demand meticulous planning.
2. **Supply chain disruptions.** Access to essentials like food, medication and laundry services can be interrupted. Facilities must stockpile supplies and establish contingency plans to mitigate disruptions.
3. **Staffing strain.** Staff may face personal challenges, such as evacuating their own homes, leading to workforce shortages. Remaining employees often grapple with increased workloads, risking burnout and poor decision-making.
4. **Infrastructure damage.** Power outages, water shortages and structural damage can jeopardise resident safety and service continuity.

### Health impacts on residents

Natural disasters exacerbate residents' physical and psychological vulnerabilities. Extreme weather can worsen chronic health conditions, while the stress of displacement or experiencing disasters may trigger anxiety, depression or cognitive decline.

### The role of preparedness and resilience

Proactive disaster preparedness is essential for mitigating risks. Key strategies include:

- 1. Developing comprehensive emergency plans.** Facilities should establish detailed emergency response plans tailored to the specific types of disasters they may face and the specifics of the local geography and emergency services response capability.
- 2. Investing in resilient infrastructure.** Strengthening buildings to withstand extreme weather, installing redundant power, and ensuring access to sufficient supplies to sustain isolation periods are critical measures for disaster resilience.
- 3. Staff training and support.** Regular training and simulations on emergency response procedures are essential for staff. Providing mental health support to both staff and residents during and after disasters can also help mitigate the psychological toll.
- 4. Engaging with the community.** Collaboration with local governments, emergency services and community organisations can enhance preparedness and ensure a coordinated response during disasters.

**Government and industry support**

Addressing these challenges requires collaboration between the government, industry bodies and aged care providers. Increased funding for disaster preparedness and resilience building initiatives is crucial. Regulatory frameworks should

prioritise emergency planning and resilience to support the sector’s ability to navigate crises.

**Be prepared**

The events of our recent past highlight the urgent need for a proactive approach to disaster preparedness and resilience, which should begin well ahead of the bushfire and flood seasons.

By prioritising the safety and wellbeing of residents and investing in infrastructure and training, aged care providers can better navigate the complex challenges posed by a changing climate.

Engaging external support to help you develop a plan tailored to your unique conditions and resident cohort can relieve a lot of the burden and ensure you are in the best position should your facility be impacted by a natural disaster.

Respond Global stands ready to support aged care providers with your disaster planning and management – to help you ensure aged care residents receive the care and protection they need in times of crisis.

**Scott Wilson, Director - Disaster Management & Environmental Services, Respond Global**  
[respondglobal.com](http://respondglobal.com)



QIP is your go-to accreditation partner for the Australian Retirement Village Accreditation Scheme (ARVAS) Standards and works with you to ensure your retirement village excels in safety, quality, and resident outcomes.

**SCAN HERE**

To discover the full list of benefits of accreditation with QIP

**Key benefits of ARVAS Accreditation**



Meet national Code of Conduct Standards



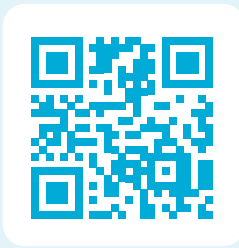
Your value proposition & competitive advantage



Promote safety & quality through education



Commit to a continuous cycle of improvement





## An innovative trolley that elevates the Aged Care dining experience

Improve the dining experience of your residents by serving them fresh crunchy toast and a hot cup of Italian style coffee in the comfort of their own room.

PORTOFFEE is a unique trolley designed to provide aged care residents with true choice and efficiency. Increased appetite, variety of choices, personal centered care & highest service standards is what PORTOFFEE represents.

Upgrade your catering services with a coffee cart that brings the service directly to your aged care residents and can be an all-in-one tea/coffee station for inside and outdoor functions.

### Why PORTOFFEE?

Say goodbye to cold soggy toast and lukewarm instant coffee. Your aged care residents deserve a better dining experience. PORTOFFEE is the innovative solution you're looking for. Our unique trolley design, manufactured in Australia, provides a range of breakfast and beverage options right to your resident's door.

#### ■ The Best Dining Experience

Your aged care residents will feel pampered every day with freshly cooked "breakfast in bed"

#### ■ Fresh, Hot, Crunchy Toast Every Time

Enjoy the aroma of freshly cooked toast straight from the toaster to plate at your door

#### ■ Person Centred Care

Our trolley offers aged care residents with choice of their preferred breakfast at their preferred time

#### ■ Hot Italian Coffee & Premium Tea with the Touch of a Button

Provide your aged care residents with the best dining experience by offering range of hot and cold drinks at the time of service.

### About The Trolley

PORTOFFEE trolley is designed and manufactured in Australia.

#### ■ Easy To Manoeuvre & Safe

PORTOFFEE is a motorised trolley that can be easily operated with just the push of a button. The trolley has been designed to strict Australian safety standards and is easy to manoeuvre around furniture to the perfect location every time.



#### ■ Plug & Play

Simply plug the PORTOFFEE trolley into a regular power point. No special plugs or electrical upgrades required. It's as easy plugging it in right where you need it!

#### ■ Smart Trolley Design

Our well-designed trolley fits through standard doors and has the capacity to carry many hot and cold options at a time, so there's no difficulty in providing an exceptional dining experience to your aged care residents.

#### ■ Multipurpose Trolley

PORTOFFEE is an ideal drinks trolley for morning tea, afternoon tea and supper rounds, plus it can also be used as a tea/coffee station at special occasions, birthday celebrations, Christmas functions or any outdoor activities.

With more than 16 years' experience in aged care catering and hospitality dietary solutions, our experienced catering team are pioneers in the aged care dining experience, revolutionising services with the PORTOFFEE trolley.



## Portoffee *Unique Coffee Cart*



For further information please contact us.

Phone 1300 100 437 | [info@portoffee.com.au](mailto:info@portoffee.com.au) | [www.portoffee.com.au](http://www.portoffee.com.au)



## Are You Ready for Changes in 2025?

### Work Smarter with Your Data

With new compliance requirements on the horizon, aged care facilities face the challenge of measuring, reporting, and complying—all while supporting staff to deliver quality care.



Digitizing and automating processes is the first step. Streamlining time-consuming tasks like manual timesheets, visitor logs, and contractor management frees up staff to focus on resident care.

Next, reimagine how to use the data your facility already collects. Demonstrate compliance and deliver higher standards without any additional measurement or reporting.

An efficient entry management system offers single sign-in for staff and consolidates attestations, temperature checks, credential verification, and timesheet signing into one streamlined process.

Automation enhances payroll by syncing attendance data with rosters, eradicating manual data handling and delivering valuable insights into unplanned hours. This allows managers to quickly and easily approve or deny work outside rostered hours, helping to stay within budget more effectively.

Visitor data is an often-overlooked asset. Use your entry and exit data to optimize workforce planning at reception, or use detailed visitation reports to plan resident activities and monitor social engagement—ensuring all residents maintain social and community connections. Additionally, a robust entry management system can automate visitor surveys at checkout, providing immediate feedback to help staff address issues early or capture positive reviews.

Finally, a system with facial recognition and credential validation bolsters safety for residents by ensuring only authorized individuals are on-site and generating real-time evacuation reports for emergencies.

LoopSafe's entry management system integrates all these capabilities, helping you meet regulations and operate more efficiently.

Contact us to learn more.

E: [Info@loopsafe.net](mailto:Info@loopsafe.net). T: 03 9381 7897. W: [loopsafe.net](http://loopsafe.net)



## Aged Care Week – News: CCI Services

CCI is dedicated to delivering savings and efficiencies to Australia's not for profit sector. As a not for profit themselves, they understand the challenges of driving the dollar further.

The ACCPA national conference presented the opportunity to widely share with the NFP aged care & community provider network how the organisation delivers to its members. Russell Schrale, CEO says "CCI support not for profit providers with collaborative procurement opportunities that allows them to deliver the work that they do to those in need in our community".

Russell concludes by saying "CCI are inspired by the innovation, care & commitment by those in the aged and community care sector."

To find out more how a CCI membership can amplify your impact visit: [cciservices.org.au](http://cciservices.org.au)

## Supporting Thriving Community Care

Pontem is a social enterprise devoted to supporting thriving Community Care.

We work with Community Care businesses of all sizes to understand their business challenges and offer targeted solutions that improve financial outcomes, compliance and client focus. Our online learning courses support leaders build solid business management skills and comprise of digital learning modules as well as facilitated sessions to help grow your support network.

Our consultancy services include business health checks, governance reviews, facilitated strategic planning sessions, ICT reviews (infrastructure and applications), scheduling optimisation and systems implementation support. Focused on delivering real outcomes, we strive to enhance business value.

Contact us today to discuss how we can support your business.

[www.pontem.com.au](http://www.pontem.com.au)



## Avanti Health Centre

Avanti Health Centre is an exercise-based destination, designed to improve well-being, confidence and fitness, tailored to seniors of all activity levels. At Avanti, exercise is medicine that can help prevent and manage illness and injury.

After four sites were established in Queensland, it was time for Victoria, with the first center, located in Spotswood, now celebrating its first birthday.

CEO Darryl Grundy emphasizes the importance of exercise and strength training in keeping up the best health as we age. The goal for Avanti is to provide everyone in the 50+ age group a place to keep up physical fitness and increase their muscle mass progressively, yet safely. The air resistance of HUR strength training equipment is the best fit for the vision, offering a safe environment for every member, including those over 90 years, with many client stories of success seen in strength gains as well as improvements in general health and wellness.

“Every person should have the opportunity to live a long and healthy life. We know that people are good at looking after themselves if they’re given the knowledge and tools to do so effectively. That is what Avanti is all about.”

<https://www.avantihealthcentre.com.au/>



## Goldman Plumbing is celebrating sixty remarkable years of dedicated service nationwide!

Proudly serving QLD, NSW, VIC and SA Goldman Plumbing is an industry leader providing top tier plumbing solutions throughout the Health and Aged Care sectors.

Whilst our expertise spans all sectors, our unparalleled knowledge of hot and warm water systems, water quality management and legionella bacteria control is why we are at the forefront in providing safe and reliable plumbing systems to Aged Care Facilities across Australia.

From design to installation and ongoing maintenance, Goldman Plumbing leads the way in hydraulic services, with over five hundred Health and Aged Care facilities currently benefiting from our services. We test, service and maintain in excess of five thousand Thermostatic Mixing Valves and Backflow Prevention Devices annually.

**Contact Goldman Plumbing today to discover how our 60 years of knowledge and experience can benefit your organisation.**



## Is your workforce stressed, overwhelmed or just need to talk to people who understand their professional challenges? Have you considered peer support?



Hand-n-Hand is a free, confidential and national peer support network for health and aged care workers. Hand-n-Hand links participants with trained facilitators from within the same profession.

Peer support fosters a supportive environment where workers can share experiences, receive emotional assistance, and exchange practical advice in a trust-based environment.

Through peer support, participants may gain new perspectives and coping strategies, enabling them to handle professional challenges with greater empathy and patience. Ultimately, we believe peer support can help cultivate resilience, professional growth, understanding and help maintain a supportive working environment

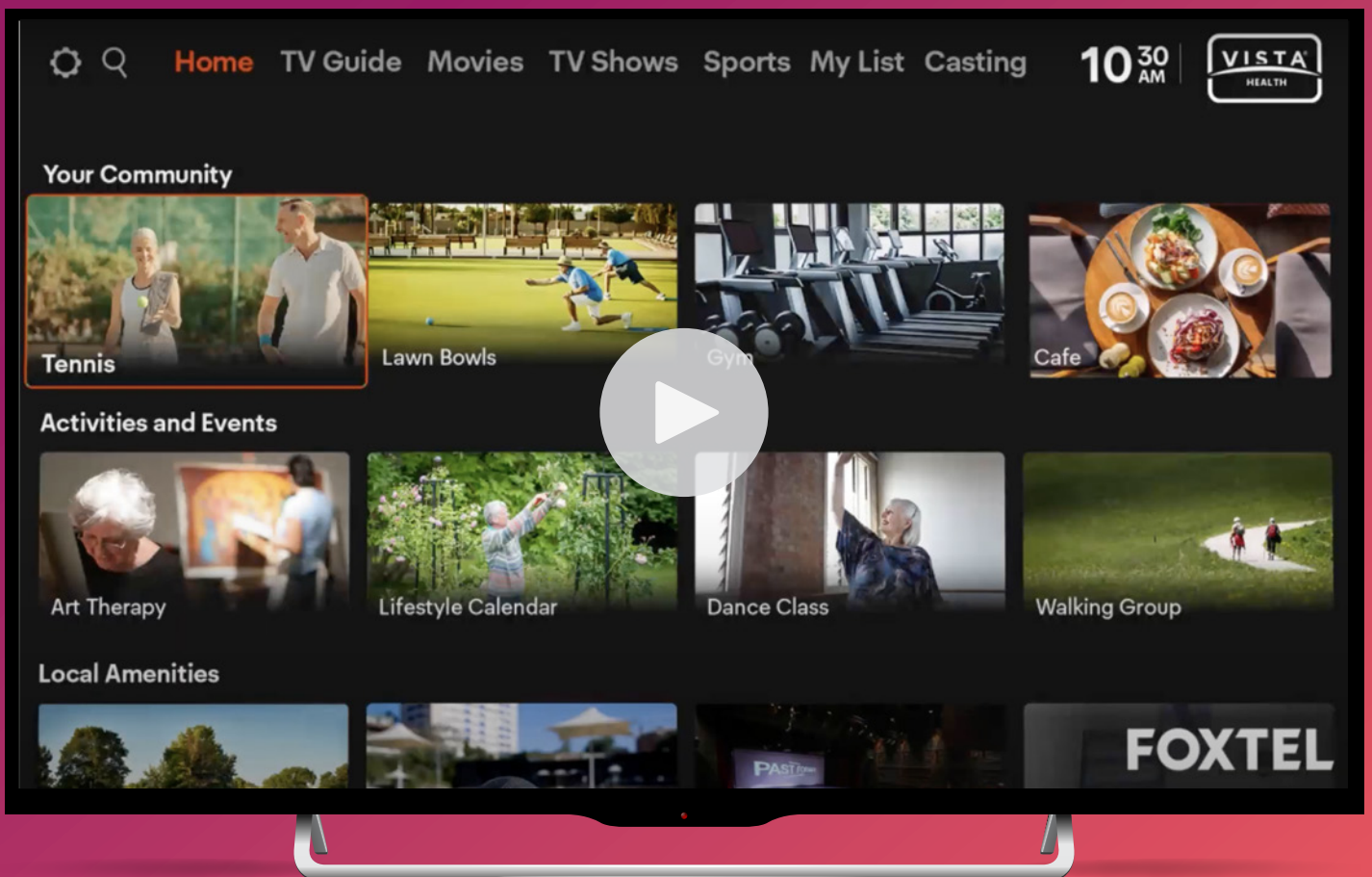
If you think peer support may benefit your organization please visit: [www.handnhand.org.au](http://www.handnhand.org.au)



**HAND-N-HAND**  
PEER SUPPORT

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Or feel free to send any questions to [business.iq@foxtel.com.au](mailto:business.iq@foxtel.com.au)

\* Requires internet connection. Some channels not available in public viewing areas. Business subscribers only. Requires minimum purchase of 10 screens or 10% of screens within the facility (whichever is greater). Foxtel marks are used under licence by Foxtel Management Pty Ltd, ACN 068671938, 5 Thomas Holt Drive, North Ryde NSW 2113

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