The news in SA/NT

UPCOMING EVENTS

30 August - Workforce Symposium – enhancing our most valuable asset

**HURRY, BOOK TODAY**

Date: Friday, 30 August
Location: Morphettville Racecourse, Phar Lap Room, 79 Morphett Rd, Morphettville

Program sessions:
- Implementing the Aged Care Workforce Strategy
- Unpacking Standard 7 of the Aged Care Quality Standards
- Exploring funding opportunities
- Five generations in the 2020 workforce – supporting the generations and attracting millennials
- Injury prevention in aged care
- Workplace mental health and wellbeing – how to manage disclosure and support your workforce
- Performance management and employee relations
- Checking the health of your payroll system

Click here to register.

For questions please contact Emma Nash on 1300 856 904 or email emma.nash@acsa.asn.au.
ACSA Weekly

WORKFORCE SYMPOSIUM

Enhancing our most valuable asset

SA & NT – Friday 30 August
9am-4.40pm (registration from 8.30am) - Morphettville Racecourse, 79 Morphett Rd, Morphettville SA

Target Audience: Chief Executive Officers, Executives, General Managers, Directors of People & Culture and Senior Human Resources Managers charged with leading residential and retirement living businesses and home care services.

PROGRAM:

8.30am Registration & welcome

9.00 Opening remarks & Welcome to Country

9.10 Keynote Address - Pat Sparrow, Chief Executive Officer, ACSA

9.50 Sponsor session – HESTA

10.00 Breakfast & networking

10.20 Implementing the Aged Care Workforce Strategy
   Invited: Ian Hardy, Interim Chair, Aged Care Workforce Industry Council

11.00 Unpacking Standard 7 of the Aged Care Quality Standards

11.50 Sponsor session

12.00 Lunch & networking

1.00 Workplace mental health & wellbeing - how to manage disclosure and support your workforce
   Catherine Doherty, Workplace Engagement Manager, Beyond Blue

1.40 Five generations in the 2020 workforce - supporting the generations and attracting millennials
   Representative, Workforce & Industry Development team, ACSA

2.20 Aged care insights – how HESTA is working with the sector to address workforce challenges
   Representative, HESTA

3.00 Afternoon tea & networking

3.20 Breakout sessions

a: Injury prevention in aged care
   Ingrid Oram, WMS Advisor, Education Team, Safework SA

b: Performance management and employee relations
   Anne-Marie Wade, Employee Relations Manager, ACSA

4.00

a: Risk, performance & choice
   Maree Galligan, Manager Product & Support, Care Advantage

b: Checking the health of your payroll system
   Gabrielle Urechert, Payroll Consulting Manager, StewartBrown

4.40 Close

Register now - $300 for members & $425 for non-members

Thanks to our sponsors:

Please advise Emma Nash of any dietary requirements by emailing emma.nash@acsa.adm.au or phone 1300 856 904. Please note that program may be subject to change.

THI$ EVENT IS BROUGHT TO YOU BY
Aged & Community Services Australia
MENTAL HEALTH AWARENESS & THE OLDER PERSON
CITY OF ONKAPARINGA (Southern Regions)

A non-clinical workshop for aged care community workers on supporting older people, living with a mental illness and challenging behaviours, in their home.

DATE & TIME | WHAT TO EXPECT | VENUE
---|---|---
WEDNESDAY 25 SEPTEMBER 2019 9.30AM – 1PM | Morning tea/refreshments provided | City of Onkaparinga Civic Area, Ramsay Place, Noarlunga Centre SA 5168

PRESENTER: Robyn Miller - Mental Health and Wellbeing Training Solutions
Peter - older person lived experience recovery advocate shares his experiences

AUDIENCE: Aged care community workers

The purpose of this workshop is to:

✓ Increase the knowledge and awareness of aged care community workers about common mental health problems being experienced by older people in their home.
✓ Identify the impact of mental illness on challenging behaviour.
✓ Problem solve ‘case scenarios’ relevant to CHSP aged care community workers within a workable framework.
✓ Be informed about how to support, respond and communicate with clients in distress.

Each participant receives a resource pack which includes a loaded USB containing fact sheets, a PDF copy of the training session and other helpful resources.

Click [here](#) to register by 13 September 2019. Enquiries should be directed to Rosie Mangan at rosie.mangan@acsa.asn.au or phone 08 83388005.

Fundied by the Australian Government Department of Health
8 November - SA Retirement Living Symposium (SAVE THE DATE)

The ACSA SA Retirement Living Committee presents ACSA’s Retirement Living State Symposium to be held Friday 8 November 2019. Put this date in your diary now with details to follow in coming weeks.

Please contact Derek.Dittrich@acsa.asn.au should you have any questions.

Sector Support and Development events

South Australia’s Sector Support and Development program of workshops is available on the ACSA Events page. Register here or by contacting bpproject@acsa.asn.au on 08 8338 8008.

27 August – If it’s not documented, it didn’t happen!

Date: 27 August 2019
Time: 9.00 am to 1.00 pm
Location: Building 3 Level 1, 32-56 Sir Donald Bradman Drive, Mile End SA 5031
Price: Members: $195.00, Non Members: $225

This program has been written for a diverse audience from carers through to service managers and everyone in-between!

Good client documentation is essential for numerous reasons, the most important being the provision of the best possible care and support.

When something goes wrong or when a case conference is scheduled with the client and their loved ones, ensuring you have well written evidence to back up any claims, actions or outcomes is essential.

As aged care services continue to transition to customer directed care, documentation and its quality will improve communication across multi-disciplinary teams, demonstrate quality and reduce risk.

This interactive workshop will explore legislation, quality standards and professional practice that impact on documentation in community services and provide practical examples of strategies to ensure documentation is defensible. Current issues such as the Aged Care Quality Standards, Aged Care Funding Instrument (ACFI), Consumer Directed Care, together with real examples from the Royal Commission and Coronial Inquests are used to reinforce the need to document effectively and what can happen when documentation isn’t up to scratch. The workshop will also focus on Complaints and Customer Feedback and appropriately managing Workplace Incidents and Investigation. The program has been written for a diverse audience from carers through to service managers and everyone in-between.

Click here to register
29 August – Reablement, Recovery & Independence

Date: 29 August 2019
Time: 9.30 am to 12.30 pm
Location: Building 3 Level 1, 32-56 Sir Donald Bradman Drive, Mile End SA 5031
Price: Free of charge to CHSP providers

Older people are too often seen and known only by their deficits – what they can’t do and the assumptions we make about the limitations negatively impact the person. This impairs people’s ability to recover from a set back and reach their desired independence.

Interactive and thought-provoking, this 3 hour session is a journey of understanding the motivation for people to build their capacity to recover from the impacts of setbacks and health challenges and reach greater independence in their lives.

Participants will engage in a range of activities and explore the concepts of independence and the skills and attributes that promote independence. You will also gain new insights and strategies to support older people by understanding:

- The purpose of independence as an overarching goal or outcome.
- The recovery approach, where a person is supported, connected, motivated in building their capacity to engage in their version of the “good life”.
- Reablement as enabling approach, beyond the formal service requirements.

Click [here](#) to register
4 September – Managing Difficult Conversations

Date: 4 September 2019  
Time: 9.30 am to 12.30 pm  
Location: Building 3 Level 1, 32-56 Sir Donald Bradman Drive, Mile End SA 5031  
Price: Members: $80.00  Non Members: $100

Difficult conversations cannot always be avoided when we are working in the human services. Therefore it is important that we know how to *manage* these conversations in positive ways.

This workshop aims to give you some strategies to manage difficult conversations using positive intent and good processes.

This workshop will cover;
- The importance of self-awareness
- Empathy
- Perceptual positions
- Key strategies for positive communication – yielding; active listening; fields of responsibility; debate vs. dialogue; being assertive

Click [here](#) to register
10 September – Bicultural awareness, safety and inclusion

Date: 10 September
Time: 9am-5pm
Location: Building 3, Level 1, 32-56 Sir Donald Bradman Drive, Mile End SA 5031
Price: Free of charge

This workshop aspires to encourage service providers to welcome intellectual information and emotional experiences to create a safer environment to enable an Aboriginal individuals to experience inclusion across mainstream services.

Our trainer will take you on a journey from ancient history through to contemporary challenges to give participants an understanding of how grief fear is passed across and down the generations (inter-generation), the psychological impact from policies, practices and procedures, and inter-generational myths, misconceptions, stereotypical views.

The session will also pose some of the following questions:

• What are losses - tangible and intangible?;
• What are grief emotions?;
• What is grief discounting?;
• What are grief triggers?;
• How can we render racism powerless?; and
• What is cultural safety for Aboriginal people?

Click [here](#) to register
26 & 27 September - Trauma Informed Care Workshop – RSL Care SA

When: Thursday 26th September or Friday 27th September 2019
Time: 9am to 5pm
Location: War Veterans Home, 55 Ferguson Avenue, Myrtle Bank
Cost: Free single day training for aged care staff

When a veteran has a complex mental health background, their interaction with caregivers and services may be affected. Veterans in aged care facilities who have posttraumatic stress disorder (PTSD) or other complex conditions have additional care requirements. This single-day workshop provides a framework for understanding, responding, and working collaboratively with those residents.

Trauma Informed Care is a framework that helps service providers engage with trauma-affected people, deliver support in a safe and sensitive manner, and contribute to good functioning. Trauma Informed Care is not a mental health intervention, rather, it is a simple set of skills to assist your physical or psychosocial work with clients.

This workshop will introduce you to key aspects of Trauma Informed Care with veterans in residential care: understanding mental health-related behaviours, and simple strategies to deal with distress and engage the veteran in activities. We will practise these skills in the workshop using case examples. Handouts with tools and other resources are provided, as is all catering.

This training has been designed and is being delivered by Phoenix Australia, and has been organised by RSL Care SA to help the aged care industry better respond to the needs of Veterans in residential care (and indeed to provide better care outcomes for any resident who has a lived experience of trauma in their lives).

The training is designed for those in clinical leadership roles, who can nominate to attend either Thursday 26th or Friday the 27th September 2019.

This training is being offered at no cost to participants, which is being done as part of RSL Care SA’s ongoing commitment to supporting Veterans across the aged care sector in South Australia.

Places are limited to 20 attendees each day, so get your nominations in early.

How to Register: Contact Rose Peake RPeake@rslcaresa.com.au to book your place.