



**Aged & Community  
Services • Tasmania**

# ACST

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## Annual Report

2009 – 2010

Annual General Meeting  
27 August 2010  
Country Club Casino, Launceston

**SPEAK UP FOR OLDER AUSTRALIANS.**



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## President's Report

This is my last Annual Report as I am not seeking another term as President or as a Director.

This year has been extremely successful and challenging. We have made significant gains in many areas. We continue to punch well above our weight in terms of influence and effectiveness. Evidence of this is our staging of the National Conference, the implementation of our Awards for Excellence, funding for skills programs, amendment to the Poisons Act, and increased political dialogue with our federal parliamentary representatives. We have also tackled the issue of the future of our services in Tasmania.

The driving force for these gains has been our very able and energetic CEO, Darren Mathewson. Darren together with those who volunteer their time and skills have produced an impressive scoreboard for 2009-2010.

In particular I would like to record my appreciation of the efforts of my fellow directors who have diligently executed their roles in this period. Jill Savell, Cliff Partridge, Greg Burgess, Yvonne Kromkamp, Angela Holzberger, Ron Dell, Kerry Ollington, Rod Hunt and Christine Beven. Of course they could not commit to this service without the generosity of their employing organisations Southern Cross Care, Aged Care Deloraine, Freemasons Homes of Southern Tasmania, Mount St Vincent, Masonic Homes North, St Ann Homes and South Eastern Community Care, and I wish to thank them for their support. Special mention must be made of Ron Dell who is not employed and still provides his time and efforts on a voluntary basis.

Many members of ACST have been active in supporting our work on behalf of the sector by hosting politicians, promoting issues, and by participating in ACST activities and committees. Thank you. To all members who continue to support us all by subscriptions and assistance in kind. Thank you.

I am sad to leave the Board of ACST as I have been a member for over 11 years, and have had the honour to serve as Secretary, Vice-President, Acting President and finally President since 2005. These years have given me many opportunities to be involved in diverse activities, campaigns and battles. As I reflect on this period I am proud of the transformation of ACST from an organisation which was run as a hobby to the most effective peak for aged and community care in Australia. We are the smallest organisation with extremely limited financial resources. We are rich in the calibre and commitment of our Board and Chief Executive Officer. We are highly effective, well organised and we capitalize on preparedness of our members to volunteer their time and expertise. Additionally, there is a tangible generosity of spirit which sets ACST apart from other organizations.

ACST has been capably and loyally served by many directors and by Graeme Allen and Rod Hunt in their roles' working for Beyond PR. Rod Hunt was a great support to me as Acting President and President. Rod opened so many doors in the political arena for ACST, which have subsequently been increased and kept open by Darren. Rod also taught me and others so much about the intricacies of the political process and pathways.

Jill Savell, as Vice-president, has been extremely supportive especially during the months leading up to the appointment of our own CEO.

The appointment of Darren Mathewson as CEO, the support of the Board, and the resultant success of ACST, has made my last term as President, extremely satisfying. The support and goodwill, not to mention the patience of my fellow Directors have also made it enjoyable.

I wish ACST Board and our new President a constructive and successful future

Susan Parr  
**President**

## **Treasurer's Report**

The Balance Sheet has again remained strong during the past year with substantial cash reserves originally sourced from hosting the 2004 national conference. Opening cash reserves have been used to fund this year's operational deficit and the year end trade debtor increase; this relates to one invoice of \$44,000 settled during July 2010.

The Income and Expenditure Statement reflects an underlying stable income and expenditure with additional activities related to project grants and training. Member subscriptions continue to decline. Expenditure has been impacted by our new Aged Care Awards and this expenditure is expected to continue in future years.

Our operations have been underwritten over the last five years from our hosting of the 2004 national conference and we have a similar opportunity to gain additional funding with the hosting of this years national conference. The success of this national conference will have substantial influence on future cash flows and our ability to fund future activities.

Cliff Partridge

**ACST Treasurer**

# CEO's Report 2009-2010

## **Strategic Plan**

ACST had been guided by a Strategic Plan (2008-2011) developed and endorsed by the ACST Board. The plan was subject to consultation with members and was presented to the 2008 Annual General Meeting. This plan is shortly due for renewal and the Board will meet in November 2010 to undertake a review and formulate a new strategic plan for consideration of members. This document reports against the 5 main strategic priority areas for ACST.

## **Government Policy & Funding**

### Future Strategy Papers/Workshop

The ACST Board has continued to drive and sponsor a strategic approach to the future sustainability of the sector in Tasmania. A number of discussion papers and workshops have been conducted with strong participation from members. A project brief is now in final stages of development (with a workshop to finalise this scheduled) to progress a practical response to this strategic approach.

### North West Project - Developing a Sustainable Model for Regional and Rural Aged Care Services

This project is on target to deliver its final report in September. A workshop was conducted on 7 July for aged care stakeholders in the region to examine an options paper that outlined a range of future models for achieving sustainability. Participants were asked to rate the models against the issues and dynamics identified in the research phase and also against the principles identified by the steering committee.

Stewart Brown was engaged by the project to provide a benchmarking report which will contribute constructive data and the summary report will be added to the final project report plus relevant recommendations.

ACST has continued to be involved in the Project Steering Committee and the ACST Board has indicated its continued support for this vital work that has the potential to influence future state and national policy settings in this area.

### Political Engagement

ACST managed to secure a significant period of time with the Minister for Ageing and her advisers around the time of the Federal Government's Community Cabinet Meeting in October including visits to member facilities (Mary Ogilvy and St Ann's, Davey St) meetings with key staff and Board Members. The President and CEO also hosted the Minister at the ACST Office holding discussions on the specific challenges the sector faces in Tasmania.

We have continued to visit Canberra on at least a four monthly basis meeting key political representatives on the critical issues and seeking support for reform. We have also continued our

engagement with Tasmanian Parliamentary Members and in particular we have worked closely with Senators Carol Brown & Helen Polley to ensure aged care services are on the political agenda.

#### National Health and Hospitals Reform Commission (NH& HRC) – Final Report & Recommendations

The sector's response to the NH&HRC Report was finalised in early January and sent to Prime Minister Rudd, Ministers Roxon, Elliot and Sherry as well as Opposition Leader Abbott, and relevant Opposition Spokespersons Dutton, Fierravanti-Wells & Bishop.

Since that time expert groups have been convened to undertake further development work on key areas and submit more detailed ideas to Government and the Productivity Commission Review. These key strategic areas included:

- Consumer Choice
- Sustainability & Staging
- Health Interface
- Access & Assessment
- Workforce

#### Productivity Commission (PC) Inquiry into Aged Care

ACST contributed to the national submission to the PC. In addition ACST met with the PC on 6 July to provide specific information on the current situation in Tasmania in terms of short term viability and longer term sustainability. This was also a good opportunity to demonstrate the proactive and strategic approach of the sector in Tasmania.

“The Grand Plan” campaign approach will continue to ensure broad support for change continues to build as recommendations to flow from the PC are considered by Government.

#### ACFI Review

ACSA and the state associations lodged a single submission to this review. Some members also chose to make their own submissions.

#### The Grand Plan – campaigning around the Federal Election and Productivity Commission Recommendations

Aged care peak bodies have worked intensively over the past 6 months in preparing a campaign for the next Federal Election. This was rolled out and launched in Canberra in late August. The campaign was built around “The Grand Plan” messaging, website, use of social media, local/community engagement and political engagement. The Campaign for the Care of Older Australians (CCOA) Operational Group (chaired by ACST) finalised a framework timeline/plan for national, state and local activities and events. ACST is coordinating the campaign in Tasmania and facilitated campaign training in June in all regions to underpin events activity planned in each area. Members have engaged and contributed significantly at a local level as this campaign continues to build community awareness and commitment.

See Media and Communications for further information on this campaign.

## DOHA

ACST continues to meet quarterly with senior management of the Department on current issues. ACST attends quarterly meetings of the Accreditation Agency Liaison Group emailing members prior to the meeting for issues they would like raised.

## Engagement with the State Government

ACST Board developed a key issues list for the State Election as follows:

- The development and implementation of an Elder Abuse Strategy to protect some of Tasmania's most vulnerable community members
- The establishment of Tasmanian Later Years.
- Housing for older Tasmanians needs to be a priority within the broader affordable housing agenda.
- A future State Government would work closely with the Australian Government to fix the health system including a focus on building a stronger interface between, hospitals and aged care
- Working with and encouraging the Australian Government to provide specific assistance and support to Tasmania's regional aged care providers to ensure their sustainability.
- All parties gave support to these positions prior to the election

ACST had an introductory meeting with the new State Health Minister Michelle O'Byrne to provide a brief on aged care in Tasmania. Key areas of discussion were sustainability, poisons regulation, future health reform and recent federal budget outcomes for Tasmania. An objective of the meeting was to gain a commitment for the State Government to engage with the Productivity Commission Inquiry into Aged Care. This commitment was provided and it was agreed that we should meet again and follow this and other matters up. The following resources were provided as key activities/initiatives that the State Government should support

- Strategy Paper that has commenced reform discussions in sector in Tas;
- Terms of Reference for North West Regional Sustainability Project;
- Project Brief for Emergency Evacuation Project including costings;
- Copy of our sector's response to the NHHRC – includes sub acute options see page 6.

We briefed the new Opposition Spokesperson Jeremy Rockliff and met with the Greens Cassy O'Connor (responsible for Human Services) to discuss the implementation of the Elder Abuse Strategy if funded in the state budget.

## Changes to the Poison's Act – Administration of Medications

The amendments to the Poison's Act and Regulations went through State Parliament in late 2009. The regulations covering residential care were set aside to allow for further consultation and the development of an agreed set of guidelines by key stakeholders.

The ACST Poisons Working Party (ACST-CEO, Simone Baxter DOC - St Ann's, Christine Dibley CEO – Glenview, Jill Savell, ACST Vice President & Director Community Care – Southern Cross Care) in

consultation with ACST Members has been working with DHHS (Chief Nurse) and other stakeholders on the final wording for these guidelines prior to them going to the Department Secretary for sign off and the relevant Regulation going to the Subordinate Legislation Committee (Parliamentary Standing Committee) for approval .

The Working Party agreed that the final version was workable and has indicated this to DDHS. The draft regulation (with the additional requirement in the regulation 2(a)(iv) - referencing the guidelines) was made with a commencement date of 1 September 2010. Education/briefing sessions have now been rolled out to all regions plus a CD resource.

Whilst this has been a long and intensive process it has been well managed by DHHS and hopefully reflects a future approach broad stakeholders in aged care can take around difficult issues. Our thanks going to the members of the ACST Poisons Working Party – Christine, Simone, Jill - for their many hours of lobbying, meetings, submissions, site visits etc that were committed above and beyond their normal workload within their own organisations and many thanks for their perseverance on behalf of members.

#### Elder Abuse

After many years of lobbying around this issue the State Government in its last budget committed 2.6 million over four years to establish and implement a comprehensive elder abuse prevention strategy including community education, research, and services. This is the result on many years of lobbying from the Elder Abuse Partnership (ACST, Advocacy Tasmania, COTA and TasCOSS).

#### Emergency Evacuation from External Threats - Aged Care Organisations

ACST has continued to meet with DHHS, SES, and Local Government to development a sector/state-wide approach to this issue. A project brief to resource and support aged care organisations has been developed and approaches for funding have been to DOHA and the State Government. No response has been received as yet.

#### **ACSA and the National Agenda**

##### ACSA Meetings

ACST continues to play a role within the ACSA Federation including in the State CEO's Group, National Board and Committees and Working Groups as detailed later in this report.

##### 2010-2011 Budget Submission

This was completed by ACSA in consultation with the states and lodged in January. The final document was circulated to ACST members and all federal parliamentary representatives.

In terms of outcomes we can report that the Teaching Nursing Homes approach and increased investment in clinical placements that has been the focus of a developing collaborative relationship between the University of Tasmania and our sector were provided with funding. These initiatives

have been included in our last two national budget submissions as a result of strong encouragement by ACST.

### **Role and Image of the Industry**

We are continuing to focus on building strategic alliances and have involved ourselves in networks such as the Healthy Ageing Network, the Peaks (community service organisations) Network facilitated by TasCOSS, the Wicking Dementia & Research Centre, COTA, Assoc of Independent Retirees and the DHHS Clinical Networks. ACST is now asked to speak at a range of seminars and conferences on aged care issues.

We continue to foster relationships with the Tasmania media and specific journalists. This has resulted in some significant coverage for the challenges the sector faces in Tasmania.

### Image Campaign

The campaign was launched in September 09 at the ACSA National Conference in Perth. ACST undertook a local launch at the time of the Prime Minister's visit for the community cabinet. We gained significant media including getting the first verbal response from Kevin Rudd to Kevin 87 (ABC News). An evaluation of the campaign was undertaken at the National Board Meeting in December and decision was made to move to the second phase to commence in early to mid 2010 depending on the timing of the federal election. A results video and presentation was circulated to members that outlined clearly the free exposure achieved through the use of social media. The second phase has commenced slowly and donations to campaign from members have not been strong. In light of "The Grand Plan" Campaign continuing there may need to be further discussion at a national level on the operation of two campaigns.

### Tasmanian Aged Care Awards

The Tasmanian Aged Care Awards promote and recognise excellence in a range of areas which contribute to the quality of life of older people and their carers. On the basis of the success of the first Awards this will now be an annual and important event for the sector. The presentation and cocktail party held in December was extremely well supported and sponsors were very keen to continue their involvement. See Media and Communications Report for further information.

### **Workforce**

#### The ACST Industrial Relations (IR) Committee

Much of the recent period has been focused on resourcing and supporting our members in dealing with the demands of the new Fair Work System and the move to new modern award and bargaining requirements. ACST through its IR Committee has developed communications and resources to assist member organisations with implementation including:

- Modern Award/NES Implementation Guide – updated on an ongoing basis;
- Template Contracts of Employment for all types;
- Template Individual Flexibility Agreement;
- Comparison Document – Translating to new classifications structure;
- New rates & transitional calculators.

A one day workshop to bring all this work together was conducted at the Tramsheds, Inveresk on 12 May with over 30 participants. Bargaining and agreement making was another key focus for this seminar. We are currently having discussion with TCCI about conducting two of these annually. TCCI have waived all costs for this in recognition of the challenges of the new system and as a sign of goodwill.

Our thanks go to the members of the IR Committee:

Greg Burgess, CEO Freemason's Homes South (Convenor)

Darren Mathewson, CEO ACST

Francine Targett, HRM Glenview Community Services

Sonya Gibson, IR & HR Manager, OneCare

Cliff Partridge, CEO Aged Care Deloraine

Barry Lange, CEO Huon Eldercare

Robin Philips, CEO Presbyterian Care

Rod Hunt, Deputy CEO St Ann's Homes

Debbie Dunn, Client Relationship Manager, Hobart District Nursing

#### University of Tasmania

We continue to build a collaborative relationship with the University as we explore opportunities for development of and growth of our workforce. As previously advised we have achieved some funding to advance clinical placements and specifically the "teaching nursing homes" approach. We are now having some initial discussions with the University about formalising a partnership through a Memorandum of Understanding so we can progress these initiatives.

#### Workforce Development and Training – see also separate report

We finalised discussions with Skills Tasmania for funding of training brokerage and delivery. They have provided \$80,000 for the brokerage to be paid in two equal instalments with one of these to be paid prior to the end of the 09/10 financial year. In addition they are looking at a \$50,000 amount to support direct delivery on particular skill sets e.g. medications.

#### National Workforce Committee – Workforce Planning

This ACSA Committee undertook a one day workshop with Julie Sloane having recognised the need for this approach to underpin future activities. We will be using the work that will occur nationally to support some of our workforce planning activities that will form part of the training brokerage.

#### Project Reference Group – *Opening a dialogue: Improving communication and practice in advance care and end of life planning*

We have been invited to be on this reference group along with two member organisations.

## **Member Services and Engagement**

We have continued to travel state-wide and undertake individual visits, forums and educational activities. In addition we respond to member requests for information, assistance and issue based activities as required.

### Board Meetings

Again we have conducted Board Meetings in all regions of the state including the east coast, north-west and north. In each case we have invited members from that area to parts of the meeting or to an informal gathering to mix with ACST Directors.

### Directors of Care/Senior Clinical Managers Network

We have continued to provide resources and support for the operation of this network particularly state-wide meetings and information distribution. In the last 12 months much of this activity has been around the changes to medication administration particularly developments in residential care.

### Finance Managers Network

We have commenced an email network and hope to have a state-wide event before the end of 2010.

### Stewart Brown - Briefing on their Latest Report

ACST members were able to attend briefings from Max Hopkins in November 2009 at the ACST Office and in other regions.

### ACFI Workshops

Conducted in August in north and south with over subscription.

### ACFI Validation Workshops

Additional courses were organised for 23 November in Hobart and 24 November in Launceston. A total of 37 participants attended.

### Aged Care Financial Services

A workshop *Aged Care Overview and Admissions Finance and Facts* was held in Launceston on the 2<sup>nd</sup> of November with strong participation and positive feedback. Further workshops were considered for early 2010 but did not achieve the numbers.

### Electronic Medication Management Workshop - 26 November Hobart

Consultation and information workshops conducted at the Hobart Function Centre.

ACSA National Conference *Tasmania Twenty 10 – Explore the Possibilities.*

*Venue:* Hotel Grand Chancellor, 18-22 September

The Conference Organising Committee has been working on this project since early 2009:

Susan Parr, Chair (ACST President)

Jill Savell (ACST Vice President)

Rod Hunt (ACST Board Member)

Lesley Dredge (ACSA)

Helen Conlin (ACSA)

Elizabeth Paterson (ACS-NSW & ACT)

Darren Mathewson (ACST CEO)

Becher Townsend, Lucinda Bray (Font PR)

Gerard Castles (Event MC)

Karina Crawford, Ben Thiessen (Conference Design)

Our thanks to the committee for their efforts and commitment over this period.

Work is continuing as we near the final stages before the conduct of the event.

Aged Care and Rehabilitation Clinical Network's Steering Committee

This and other clinical networks have been set up and supported by DHHS and ACST and its members continue to support these as critical to communications, information sharing and creating links with other areas of health.

Industrial

Members have continued to access to industrial services through TCCI as part of the ACST membership.

SAI Global (LAWLEX)

Members have re-subscribed to this service at significant costs savings. The service has been promoted broadly to other members but no new subscribers have come on board.

Communications

Our electronic newsletter *News Briefs* has continued as our most regular and read communication. The ACSA National Report continues to be circulated to members as does the new ACSA Housing Report. Mail-outs of the *Agendas* Magazine and promotion of particular events has continued.

Media

We have continued to be contacted by the media for comment on a range of matters Where matters are specific to individual members we provide assistance where requested. Font PR continues to assist us in this area and also has provided specific assistance to individual ACST Members as required.

## **Portfolio Areas, Committees and External Projects**

ACSA Board – Susan Parr, St Ann’s Homes, ACST President  
HealthConnect Steering Committee – ACST Chief Executive Officer  
ACSA National Workforce Committee – ACST Chief Executive Officer  
ACSA Business Development Committee – ACST Chief Executive Officer  
ACSA Rural & Remote Committee - Christine Beven, South Eastern Community Care, ACST Board Member  
ACSA National Residential Care Advisory Committee – Angela Holzberger, Southern Cross, ACST Board Member  
ACSA Community Care Advisory Committee – Jill Savell, Southern Cross, ACST Vice President  
ACSA Workforce Committee – ACST Chief Executive Officer  
ACSA Housing and Retirement Living Committee – (Kerry Ollington resigned), VACANT  
Wicking Dementia Research and Advisory Centre (WDREC) - ACST Chief Executive Officer

## **ACST Board**

Many thanks to the Board for their support, assistance, active involvement, leadership and education.

Director Susan Parr (President), CEO St Ann’s Homes  
Director Jill Savell (Vice President) Director of Community Care, Southern Cross Care  
Director Cliff Partridge (Treasurer) CEO Aged Care Deloraine  
Director Greg Burgess (South) CEO Freemasons Homes  
Director Kerry Ollington (North) CEO Masonic Homes North (**resigned – February 2010**)  
Director Ron Dell (North West) Advisory Board Member Baptcare  
Director Sonya Gibson (North) Human Resources & Industrial Relations Manager OneCare  
Director Angela Holzberger (South) Director of Nursing Southern Cross Care  
Director Yvonne Kromkamp (North West) CEO/DON Mt St Vincent Nursing Home  
Director Rod Hunt (coopted Media & Public Relations) Deputy CEO St Ann’s Homes  
Director Christine Beven (coopted Community Care) CEO South Eastern Community Care

## Coopting of Additional Board Members

These Directors continued in these positions upon appointment by the Board:

- Image, Strategic Communications & Media – Rod Hunt (St Ann’s)
- Home & Community Care Program – Christine Beven (South Eastern Community Care)

## **Administrative**

Member subscriptions have reviewed by a Board Working Group over the months with a focus on modernising our arrangements to reflect the changes in the sector. It is intended to run some testing with members over the next financial year period on how particular models might work before looking at providing a proposal for member’s consideration.

## **Sponsorship & Support**

Many thanks to HESTA Super for their generous annual sponsorship of our awards, events and education program.

Darren Mathewson  
**ACST Chief Executive Officer**

## Media & Communications

Font Public Relations is proud to continue its work with ACST in what has been an enduring and successful relationship.

This has allowed us to develop new forms of communication to strengthen ACST's position within the Tasmanian community as the leading commentator on aged care.

With a state election this year and a Federal election due in the coming months, aged care again has the opportunity to be placed front and centre in the political debate.

The Grand Plan has been a driving force behind this debate with much media attention based around the State on members' activities.

The success rate locally has been overwhelming with Tasmania's online statistics in emails and cards sent from The Grand Plan website topping Western Australia, South Australia and Queensland.

Font PR has been successful in garnering wide spread media coverage of The Grand Plan and remains committed to continuing its momentum into the new year.

ACST and Font Public Relations have embarked on some exciting new Web 2.0 communication strategies this year including some innovative use of social media.

New media will continue to be a big focus in the coming year as Twitter profiles, Facebook pages and interactive email campaigns become more prevalent in canvassing and mobilising opinion to create action.

The inaugural Tasmanian Aged Care Awards, a joint initiative between ACST and Font PR, were a huge success in 2009 and the 2010 awards look set to eclipse last year's efforts.

The Tasmanian Aged Care Awards aim to recognise and reward aged care professionals, providers and communities in caring for older Tasmanians.

Last year's Awards generated positive media coverage across the State, and saw a fantastic level of response from the entrants.

In addition there was a high level of attendance at the cocktail presentation evening from stakeholders, entrants and ACST members, which was organised by Font PR.

Under the guidance of the ACST Board, Font PR has refined the entry process in 2010, making it easier for people to enter. It has also sought sponsors and undertaken media and editorial activities.

With entries for the 2010 Awards closing on 24 September, Font PR is currently rolling out the communications strategy, facilitating the judging process and organising a presentation ceremony which is set to build on the success of last year's event.

## **Workforce Planning & Development 2009-2010**

Our sector recognises that over the coming years we face a great challenge. We find ourselves in an environment where demand for our services continues to grow significantly and the availability of labour is diminishing. We also recognise that our workforce is our greatest asset in delivering care and services, however due to the small size and limited resources many of our members have struggled to navigate and use the training system effectively.

Given the above 'Workforce Planning and Development' is identified as a strategic priority for ACST. We acknowledge that in order to effectively meet these challenges head on that we must take a proactive approach. The past twelve months has seen a lot of activity in this space with the development and implementation of numerous 'workforce planning and development' initiatives. We see this as the crucial first step building the coordinated and supported action by our sector in workforce planning, skills development and ultimately increased quality of care and services to the Tasmanian Community. Following is a brief summary of what we have been able to achieve.

### **Industry Skills Plan**

The Aged and Community Care Services Industry Skills Plan (funded by Skills Tasmania) has now been finalised and can be found on both the Skills Tasmania and ACST websites. Thank you to all of our members who contributed to the plan. The plan provides us with five key actions that will provide direction over the next two years in relation to workforce planning and development activity. We consider the plan to be a 'living document' and as such it will be reviewed regularly to ensure that ACST workforce planning and development activities continue to meet the priorities of our members. Comment and continued contribution from all of our members is encouraged and welcomed.

Web link to plan:

[http://www.skills.tas.gov.au/\\_data/assets/pdf\\_file/0008/269837/Aged\\_Care\\_Services\\_Industry\\_Skills\\_Plan.pdf](http://www.skills.tas.gov.au/_data/assets/pdf_file/0008/269837/Aged_Care_Services_Industry_Skills_Plan.pdf)

### **ACST Brokerage**

ACST has been successful in securing funding, through Skills Tasmania, to provide a Workforce Planning & Development' brokerage service to our members. This service will focus on supporting the sector and our members to achieve the objectives outlined in our Skills Plan

### **\$50 000 available to fund training for our sector!!!**

In line with funding for the brokerage service ACST have also been able to secure \$50 000 (training dollars) to broker training for our members. Consultation with members has identified that this funding should be invested in the provision of administration of medication training.

### **Supporting Literacy and Numeracy in our Workforce**

We submitted an application through Skills Tasmania's Equity Small Grants Program to fund programs, in each region, to provide support (through training) for those in our workforce who would benefit from literacy and numeracy training. The program will be developed to be 'industry specific' e.g. medical terminology, care plans, legal documents based and on the feedback we have received from our members. In our endeavour to ensure that the program is sustainable the funding sought also supports the training of 30 literacy and numeracy workplace champions/mentors state-wide. It is envisaged that once trained the nominated workplace champions/mentors can provide

support in their own workplaces and help with ongoing delivery of the program in the various regions.

### **Productivity Places Program (PPP) 2009**

Productivity Places Program is a joint Commonwealth and State Government Skills Development Initiative. April saw the graduation of two ACST sponsored entry level programs. These programs were extremely successful with all of the participants who successfully completed and wanting to gain employment now working in our sector. I'd like to thank all of our members who supported the program by providing work placements, industry expertise, training venues etc. thank you very much for your assistance. Any feedback in relation to these programs or the level of skills of the graduates (if you now have them in your workplace) would be greatly appreciated. This feedback is essential if we are to continue to improve the level of skills and knowledge of our entry level employees.

The Certificate IV in Allied Health (targeted at physio assistants) is now in full swing. As identified above we were successful in gaining an additional 15 places through 2010 PPP funding and therefore we now have 30 participants state-wide. me.

### **PPP 2010**

ACST in partnership with various RTOs submitted applications for the first round of the 2010 Productivity Places Program. As part of this process we worked closely with Skills Tasmania, RTOs and our members to ensure that the best outcomes were achieved.

We were successful in gaining:

#### **Existing Worker**

HLT51607 Diploma of Nursing (Enrolled/Division 2 Nursing)	22	places
HLT51607 Diploma of Nursing (Enrolled/Division 2 Nursing) Bridging Program	22	places
HLT42507 Certificate IV in Allied Health (Physio Assistant specific)	15	places

#### **Job Seeker**

Certificate III in Aged Care 45 places state-wide

It is to be noted that numerous of our members were also successful in gaining Certificate IV in Aged Care places.

### **Better Skills Better Care**

The recent round of this program saw our members successful in gaining 22 places in HLT% Diploma of Nursing (Enrolled/Division 2 Nursing)

### **Where to in 2010-2011.....?**

The initiatives outlined above represent an investment of over \$750,000 into our sector. As we are all aware Workforce Planning and Development is *critical* to both our current and future workforce.

Let's make the most of the opportunities we have available and continue to build on our successes of the 2009/10 year. The input and participation of members is crucial in making this happen and in us achieving our objectives. As a sector, let's make it our priority for the next twelve months to ensure that we gain maximum value from the funding and associated opportunities that we have been successful in bringing to the aged care services sector whilst continuing to be proactive in identifying and actioning new creative and innovative approaches.



## ACST would like to acknowledge:



**SPEAK UP FOR OLDER AUSTRALIANS.**

