

AGE EDITOR

THOUGHT LEADERSHIP FOR ENERGISING AND INNOVATING

THE AGED CARE INDUSTRY | SUMMER 2017



“Aged Under Wraps”

Cover photograph by Kay Cypher

“I am for each person to be treated as an individual, and to have their life experiences honoured.”



AGED CARE INDUSTRY ASSOCIATION 2017
WE VALUE AGED CARE

Aged Care Leadership

MERRY
Christmas &
HAPPY NEW YEAR



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NMAS



CEO

BOARD Chair

Rob Dempsey

This time of year tends to be a little stressful no matter how hard all of us try; potentially extra workloads as colleagues take leave and/or heightened emotions of the season (both joyous and sometimes sad) can be the cause. That said, we wish you a safe and peaceful time and appreciate all of you who go above and beyond.

Well done again to all who continue to inspire your workplaces.

NMAS Chair

Pru Mounsey

As 2017 draws to a close, I would like to thank our NMAS Committee for their dedication to the cause of better Nursing Management and our aged care provider and corporate members, as well as my own colleagues, for their ongoing support and inspiration throughout the year.

What a year it has been!

ACIA CEO

Luke Westenberg

ACIA's work is to encourage a legislative and regulatory environment, that supports high standards and long-term viability for the aged care industry as a whole.

Reflecting on 2017, we saw continuing changes and we look forward to embracing 2018.

Please read ACIA Updates for more insight on Page 4.

Merry Christmas.


Charlie- Helen Robinson

Editor

Thank you to everyone's fantastic feedback about our Inaugural Age Editor. We will continue bringing you topical articles to inspire, innovate and encourage your own thoughts.

Social Connections

Facebook - engage with us /agedcareindustry

Instagram - be creative with us @agedcareindustry

Twitter - share news with us @agedcareassoc

LinkedIn - get professional with us www.linkedin.com



"Aged Under Wraps"

The Australian Photography Portrait Prize Winner

They say, "Arguably the most fascinating subject to photograph, ourselves. We believe that people are the colour that shapes the world. Portraiture dates back to ancient Egypt where the only way to record the appearance of someone was through painting, sculpture or drawing."

A portrait can symbolise character, importance, power and beauty. The identifying characteristic is the human element.

Australian Photography Awards
australianphotographyawards.com.au

To find out more about Kay Cypher and the reason behind her beautiful award winning photograph, we asked a few questions... here's her reply;

"Today's media often presents the over photoshopped and perfect images of the young and beautiful but there is little discussion or exposure about the body image of the older person." -Kay

Kay says her interest in photography began at 15 when she started work in the darkroom at the Government Printing Office; back in the early 60's. Then in the 70's to 90's her focus turned to taking portraits of her own children and friends. She used to develop large 20"x24" prints in a darkroom built by her husband in their backyard. Around year 2000, she discovered the digital world and dabbled in photoshop. However, it was not until she retired that her interest turned to passion and she was able to concentrate on developing (excuse the pun) her skills in photography. As she is in her senior years, she says she had been thinking for some time how to represent the ageing process in a positive light.

She says, *"I wanted to do more than just a portrait with a wrinkled face. It was not until I came across a fine plastic drop sheet left by a painter, the concept for this photo slowly evolved. While the photo accentuates the weather-beaten arms, there is the defused image of the young body and lively spirit that is hidden from the world."*

Kay's photography tips:

Photography is a great hobby to do when you are retired, however, it is a skill you can learn at any age.

My first love is taking landscapes. I have been blessed to have traveled to some amazing locations around the world and in Australia. Joining my local camera club helped me hone my skills, and most importantly, continually search to be more creative.

You can use a small pocket camera, your phone or a range of expensive cameras. What is so good is that you can take as many pictures as you want, as when it is digital, it doesn't cost you money.

I would urge you to take photos of what you are interested in. Landscapes, your car, your cat or people you love. The challenge is to increase your skill level and to be creative. Try taking pictures from different perspectives, from high or down low, use your imagination. It is about trying to create different and unique images. One that tells a story. Ask people for feedback, what do they like, which picture elicits the best response.

Finally learn from the experts. YouTube has many free videos about photography and editing your images and it is a great way to increase your photographic skills.

ACIA Update

The Aged Care Industry Association's vision is for an Australian aged care system that provides choice and wellbeing for older Australians.

ACIA AGM News

ACIA held its 2017 Annual General Meeting on 31 October 2017. It was well-attended by both aged care provider members and corporate supporters of the Association.

I would like to acknowledge NAB Health, our AGM sponsor, and ACIA's Premium corporate supporters: Healthcare Australia (NASA); HESTA; Geek and Provider Assist. -Luke

The meeting formalities included re-election of ACIA Directors Mark Brandon (Estia Healthcare) and Chris Stride (Infinite Care).

Our Chair, Rob Dempsey, noted ACIA had conducted a strategic planning session and had prepared 10 submissions to Government during this year. Rob also noted the impact of the Oakden scandal on the aged care sector – particularly its effect on perceptions about the sector and increasing government scrutiny.

The Chair of our Nursing Management Advisory Support Group, Pru Mounsey, noted the work of the NMAS in supporting ACIA members, hosting events, and contributing to a range of working groups engaging with both State and Federal Government. Pru highlighted the impact of this year's challenging influenza season on aged care, and the recent release of the National Aged Care Quality Regulatory Processes Review.

We expect that 2018 will see continued focus on aged care; ACIA will continue to advocate to ensure funding and quality are managed appropriately to provide the high quality of care our members support.

ACIA's Blog

Changes to aged care re-accreditation under proposed new rules

In a response to the Review of National Aged Care Quality Regulatory Processes led by Kate Carnell, the Government has announced new changes that will impact facilities and providers. The scandals that have rocked the Oakden nursing home were the starting point for the review, and the need to answer to issues they presented has spurred a range of new initiatives and rules.

Read more via

www.acia.asn.au/blog

ACIA Education

Wellness & Lifestyles Aged Care Services recognises the difficulty the industry faces accessing allied health professionals who understand there is often more than one client whose needs must be met at the same time. Their clients include the residents of aged care facilities, consumers living at home as well as the aged/community/disability providers.

ACIA and W&L are partnered to bring training services to your aged care organisation.

Courses include traditional education needs, as well as general day to day requirements which you will need to ensure your facility is running at peak performance, delivering best practice aged care services.

ACFI & The Dementia Supplement - Fundamentals for Clinical RNs & ENs / 6hrs

Falls Prevention and Management for PCWs, ENs and RNs / 1hr

Manual Handling – Non Clinical staff such as Kitchen, cleaning, laundry, maintenance, admin staff / 1.5hrs

Manual Handling – People Moving for PCWs, ENs, RNs, and Volunteers / 2.5hrs

We encourage you to contact enquiry@acia.asn.au to ask for more information.

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SA Public Holidays – Christmas Information provided by Pinnacle HR

At this time of year, two of the most frequently asked questions are "when is the public holiday for Christmas?" and "how is this paid if worked?". Well, this year the public holidays are pretty straightforward:

Sunday, 24 December 7 pm to Midnight – Christmas Eve (during the times depicted)

Monday, 25 December - Christmas Day

Tuesday, 26 December - Proclamation Day

Sunday, 31 December 7 pm to Midnight – New Year's Eve (during the times depicted)

Monday, 1 January – New Year's Day

Work performed on the above days must be paid at public holiday rates.

Please check your relevant Award to confirm that rate.

Alternatively, if you have an Enterprise Agreement that covers payment for public holidays, you must apply that rate.

Peter Morley, Provider Assist, our Leadership Award Sponsor, said...

It's so exciting we have people demonstrating such excellence in our Industry; one in which their actions has a huge impact on bettering the lives of older people living in Australia. The Aged Care industry is lucky to have you as a part of creating its future.



Congratulations go to..

Excellence: Going above and beyond to implement process or service improvements for aged care consumers.

Danielle Doorne - Clinical Education & Governance, Klemzig Residential Care

Innovation: Generating creative innovation(s) with significant positive outcomes in their own field.

Renee Wichmann - Lifestyle Coordinator, Onkaparinga Valley Residential Care

Leadership: Encouraging others to make a difference to the lives of our elderly Australians.

Scott Morton - Head Chef at Estia Health Salisbury East

and

Janice Braun - Director of Care at Gloucester Residential Care



Aged Care Industry Awards

We acknowledged our Aged Care industry excellence, innovation and leadership at a Gala Dinner with over 250 attendees.

We acknowledged the land we met on as the traditional lands for the Kaurna people and South Australia to be a wonderful place for everyone to live, however we also acknowledged our interstate guests who had travelled to be with us.

We acknowledged the diversity of cultures in Australia and in the room, and, we paid respect to our migrant elders, traditions and their interests, as well as those of the people we care for.

We acknowledged the diversity of skills, as well as the diversity of ages in our industry. We acknowledged our key sponsors; Provider Assist, HESTA, GEEK, and Prime Medical Placements.

The Award nominations for 2017 were submitted by residents, family or friends, co-workers, immediate supervisors and site managers, to name a few. We were thrilled to share we had received the highest number of nominations for these Awards and we thank everyone who nominated someone. In their best words, they carefully explained to our judges their nominee's contribution to the aged care industry.





*“Christmas
is not a time
nor a season,
but a state of
mind.
To cherish
peace and
goodwill, to
be plenteous
in mercy, is
to have the
real spirit of
Christmas.”*



Healthcare Australia

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Healthcare Australia (HCA) have an established national footprint and vast supply of healthcare workers to leading public and private hospital groups, Aged Care and Community facilities.

Over the years, HCA has built an extensive network of state and national preferred provider agreements.

HCA South Australia is made up of two Nursing Agencies, ASEPS and NASA, placing Nurses, Midwives, Aged Care Workers, Doctors, Allied Health Professionals and medical specialists. We primarily fill agency shifts but also fulfil both contract and permanent roles across the state.

We can help with your Aged Care staffing needs

Our Aged Care division is the largest supplier of Nurses and Support Workers to Residential Aged Care facilities across South Australia. We believe that our community deserves only the best quality care to meet your facilities needs and standards. This supports our ongoing commitment to providing Aged Care specific education and training for our Nurses and Support Workers.

Our success in the industry has been built on:

- Our dedication and passion for working in Aged Care
- Our rigorous recruitment and selection processes
- Well-established client relationships and service contracts
- Understanding the individual requirements of each Aged Care facility

Let's work together to keep influenza out of Aged Care!

2017 has been reported as one of the worst flu seasons in Australian history. Over 217,000 cases of influenza have been reported¹, of which the highest morbidity rates occurred in adults aged 80 years or older. This is also two and a half times the amount recorded in the same period last year.

HCA recognises that healthcare workers are most likely to spread influenza amongst elderly residents. Hence, we worked with Aged Care facilities across the country to reduce the risk of morbidity throughout the elderly populations by delivering Flu Vaccination programs to their staff.

With the single, most effective measure to prevent influenza being vaccination², let's work together to increase vaccination coverage in your facility.

Vaccinate your staff from \$15 per person – Call our Corporate Health division on 1300 888 746 or email corp.health@healthcareaustralia.com.au to enquire about an onsite vaccination program.

Sources:

1 Influenza Activity Surveillance 2017 - <http://www.immunisationcoalition.org.au/news-media/2017-statistics/>

2 Australian Influenza Surveillance Report - 19 August - 1st September 2017; No8 WHO, Influenza Update No. 297, 4 September 2017. Available from the WHO website http://www.who.int/influenza/surveillance_monitoring/updates/latest_update_GI-surveillance_en/ [Accessed 6 September 2017].



Customer Experience; Meet Ria

"Towards the end of 2014 my family and my doctor decided it was not in my best interest for me to live on my own any more - and how right they were.

My family very quickly booked me in for Respite in the foothills. I unfortunately fell into a deep depression and was diagnosed with the eating-disorder anorexia.

After a couple of weeks of no improvement my doctor suggested to try to obtain a place in Rembrandt Court - "you will like it there" were his words.

So after some more investigation and several phone calls we made an appointment to visit Rembrandt Court.

My first impressions of Rembrandt Court were great: It was warm, welcoming, relaxed - in short, it felt good and right. Luckily Rembrandt Court was willing to take me on for Respite. This was an invaluable time for getting to know the place and to try to find my feet. I was very lucky that after a couple of weeks a room became available and I moved in permanently.

My room is my 'home' now - It is my private place and I love spending time there and in the many cosy common areas in House 7.

After a short couple of months adjusting, I felt settled 'at last'.

The residents in my house became my friends. One does not feel lonely. There is always someone who is willing to listen and talk. We share this freedom.

In the afternoon some of us come together in the lounge room where we chat, puzzle or colour in.

Outings are important to me and I can go out anytime as long as I take my mobile phone and make sure staff are aware I have left the premises. As a group we share twice-weekly outings to the Marion Shopping Centre. I look forward to this community bus trip.

I stay connected with family and friends who are overseas, via Skype.

Everyday I talk with those of them who live in Holland. And I like to follow the Dutch news...

I am comforted by the knowledge that in the coming years when my body and/or my mind deteriorate - and this can happen - I am confident that Rembrandt Court staff will continue to look after me.

May God bless Rembrandt Court ...and all who sail with her. ~Ria



Christmas Connections

Article by Charlie-Helen Robinson, Editor

It comes as no surprise that our elderly Australians are increasingly turning to social media, chat rooms, email and video calling platforms to connect. For example, skyping and face-time are great ways to stay in touch. They work like a phone call but with video.

We have witnessed this change emminating from people becoming more comfortable using their smart phones to monitor their fitness and walking distances or sleeping patterns, to arranging social events and family time, to playing games to amuse or checking friend Facebook updates, news and photos. This later is particularly useful when you have loved ones overseas! Like in Ria's story.

What we are looking forward to, is the day all aged care providers integrate digital solutions for residents; Wi-Fi throughout facilities and infrastructure in resident rooms; from ordering a meal online to downloading a movie or video conferencing with friends, aged care providers could reap the rewards and benefits of internet access for residents.

Check out www.skype.com or www.oscarsenior.com for ideas how to connect!

Or how about CARE Konnect? It's a new social media app on the market...

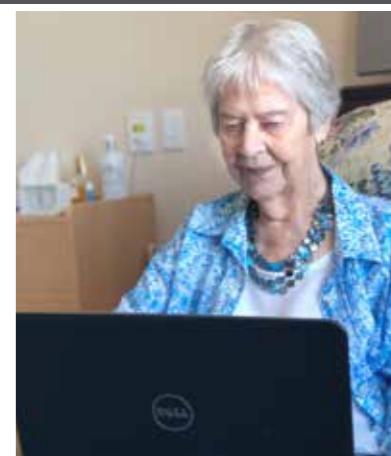
CARE Konnect is a social media app on a private network so care recipients, families, friends, staff and service providers can chat (public and private), post photos, create calendar invitations, news feeds, survey and send links to information based blogs – put simply stay connected.

Care Konnect will keep people connected in real time centred around the care recipient. Send photos and feeds of the care recipient in the gym, garden ...respond with likes and comments, ask questions and give feedback at the time straight from your mobile phone

Available now on Google Play Store and Apple www.care-konnect.com

Ria says,

"I stay connected with family and friends who are overseas, via Skype."



Connecting all ages across the Commonwealth

To enquire about how to join this growing international movement, travel to www.ComAge.org



Background image;

Dwight Cameroon -

Mary Wirkom 91,

who told her story to

Dwight Atanga, 24 for the

Life Story Telling project.

Commonwealth Elders' Forum

Plans are underway for the first ever Commonwealth Elders' Forum linked to the Commonwealth Heads of Government Meeting (CHOGM) in April 2018.

CHOGM is an important date on the Commonwealth calendar - it's when leaders from all 52 member countries gather in the UK to reaffirm their common values, address shared global challenges and agree how to work together to create a better future for all citizens.

The Forum is being organised by CommonAge, the Commonwealth Association for the Ageing.

This accredited Commonwealth not for profit and non governmental organisation was formed four years ago by a group of professional leaders in the aged care sector, mainly from Australia.

They resolved to work together with the primary aim of improving the quality of life for older people throughout the Commonwealth, and also to promote stronger intergenerational linkages and cohesion between people of all ages.

"From Australia and Antigua to Vanuatu and Zambia, through our growing networks, we are sharing ideas, creating connections, and combating ageism across the 52 countries of the Commonwealth," says Mr Larpent. "While we believe we have much to offer to countries where services for the ageing are in the early stages of development, we also believe we have much to learn from developing countries where traditional respect for the wisdom and dignity of older people remains a prominent cultural attribute. We also believe that older people have important contributions to make to sustaining resilient civil societies in Commonwealth countries and that they should be supported in doing so."



Image Top: CommonAge scholarship delegates at the 2015 IAHSA/ACSA conference, Perth, Australia

Image Bottom: CommonAge scholarship delegates with Board members at the Global Ageing Network/CURAVIVA Conference in Montreux, Switzerland

Sharing knowledge

The CommonAge Scholarships program has assisted professional colleagues from developing Commonwealth countries to attend the IAHSA/ACSA conference in Perth 2015 and more recently, the Global Ageing Network/CURAVIVA Conference in Montreux, Switzerland.

This gave scholarship recipients the opportunity to hear international speakers, participate in workshops and forums, make presentations, to develop their leadership skills and experience, and make connections.

"By attending IAHSA/ACSA conference on our scholarship program, Richard Semanda, Founder and Executive Director, Geriatric Respite Care Foundation- Uganda, met Jane Verity, Founder and CEO of Dementia Care Australia and Hilary Lee, President of Spark of Life," Mr Larpent explains.

"They gave him an invaluable opportunity to receive essential dementia care training through its Spark of Life philosophy."

This unique, intensive course has equipped Richard, and other CommonAge Ambassadors from developing countries with the skills and resources they need to take this internationally awarded philosophy to their own countries.

Telling tales!

Through its Life Story project, CommonAge encouraged intergenerational activities and recording stories for generations to come. The project involved young people writing about an older person's life experiences. "The deadline for submissions is now past and we're currently considering the best five essays," Mr Larpent confirms. "Stories are also being compiled for a book to be presented to Her Majesty The Queen and all Commonwealth Heads of Government to mark Queen Elizabeth II's 92nd birthday in April 2018, and her 65 years as Head of the Commonwealth."



The inaugural Commonwealth Elders' Forum

Working in close collaboration with the National Care Forum, Care England, Age International and the International Longevity Centre (UK), the Forum will take place at the Wakefield Estate Hotel and Conference Centre, near Reading, Berkshire, 16 – 18 April 2018. A bursary scheme, supported by leading international experts in compliance, quality assurance and care management, Quality Compliance Systems (QCS), has been established to assist care and retirement professionals from developing Commonwealth nations to attend.

Applications for bursaries close 30 November and details are at www.comage.org.

International Care Homes Open Day 21 April 2018

Thousands of care homes across the UK, Australia and South Africa already participate in Care Home Open Day and in 2018, CommonAge is encouraging care providers in all Commonwealth countries to participate.

CommonAge is keen to bring additional organisations into its network, and encourage colleagues across Australia to share learnings and experience with those doing similar work in developing countries.

Research

The organisation has commissioned the Oxford Institute of Population Ageing to undertake a research project on 'Ageing in the Commonwealth'.

The report is intended to provide a baseline assessment of the status of older people and the support currently available to them from governments and non state organisations across all 52 countries of the Commonwealth.

This important research will then be used to measure future progress and development.

Contact comms@comage.org



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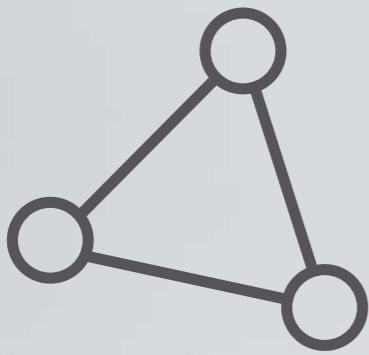
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- Sara, Nurse
wearing Sleek

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“Orthotics can help improve efficiency of your mechanics and keep you in good alignment when you walk or run.”

Effects of Footwear on Gait and Balance

When it comes to balance, the feet are the foundation for the body and therefore it is important to give them special attention.

There are three main types of pronation (inward roll of the foot while walking):

Neutral pronation; Normal gait - feet roll in the optimal amount when walking.

Over pronation; Flat feet - feet roll in too far and the arches collapses

Under pronation; High-arched feet - feet don't roll in at all.

Mechanics; Mechanics refers to the motion of the feet and legs during the course of walking. There are three mechanic phases:

Contact – the leg is swung forward and the foot hits the ground on the outer corner of the heel.

Mid-stance – the arch and foot collapse inward allowing the foot to absorb the shock and maintain balance.

Propulsive – the foot pushes off to start the next step.

Tips for Buying Shoes

Choosing the right footwear to complement your foot type helps correct for abnormal pronation mechanics. Making a good choice goes a long way towards reducing pain and discomfort. Suitable shoes are especially important later in life. Buying shoes is not as simple as looking at a wall of shoes on display and asking to try your size in the pair that you think looks the most appealing. There are many more factors to consider when buying shoes.

cont./

These include:

Correct fit – If you measure as a size eight, it doesn't necessarily mean that you'll be a size eight in every shoe.

Shoes are manufactured in all different lengths, widths, depths, and shapes. Each model is built different and therefore the size can vary.

Correct flex point – Feet bend the most at the balls of the feet; this is where shoes should flex when you bend them. It is also where the show begins to "rocker" (flex) to assist with propulsion.

Suitability for chosen activity

- Don't wear a dress shoe to take your dog for a walk, for example. Instead, choose a proper walking shoe. If you mainly walk your dog on hills or grass, consider a trail shoe with more tread and a better grip.

Snug fit – Shoes that are too loose or sloppy are a tripping hazard. Choose the appropriate closure (laces, Velcro or slip-on) to make sure your shoes are secure on your feet.

Be aware of shoes that are too soft – Soft shoes may feel really comfortable when you try them on in the store but your feet may be unstable in them. Shoes need to have the right amount of torsional stability (ability to withstand twisting) to suit your specific mechanical needs.

Orthotics (Shoe Inserts)

Depending on foot type and mechanics, you may benefit from orthotics.

Orthotics can help improve efficiency of your mechanics and keep you in good alignment when you walk or run.

They can also help to distribute your body weight more evenly, which will reduce the ground reaction forces and maximize cushioning. All of these can help with balance.

Orthotics can be bought over the counter or custom made depending on the needs of your feet and the types of footwear you put them into.

Different orthotics may be required for different pairs of shoes. Shoe shave different shapes so an orthotic that corrects one pair of shoes may not be useful for another.

Key Points to Remember:

Feet have three main types of pronation.

Feet that are over or under pronated (flat or high-arched) put undue stress on bones and muscles, especially those in the back and lower body. Balance is also compromised.

Proper footwear and orthotics can help reduce this stress as well as improve balance.

Article reprinted from "The Balance Sheet" Vol. 16, No.2



Leading the exploration to China

Article by ACIA CEO Luke Westenberg

Australia, it is generally agreed, has an ageing population. Our approach to aged care needs to reflect this demography, however, the combination of increased demand for aged care services and a reduction in taxpayers can represent a challenge for our sector and our society.

That said, this is also an opportunity.

In global terms, the Australian aged care industry is quite well-developed. We have had an aged care sector for a considerable period – Commonwealth funding dates back decades, as do many of our providers.

Australian aged care providers have established models of staffing, training and care provision; from a public policy perspective, our funding and regulatory structures have had time to mature. This experience – in understanding the operations of aged care at the service and staffing level, and at the funding and system level – positions Australia as a leader in support and services for older people.

We are well-placed to capitalise on our experience by supporting other countries to develop systems and models of care to support their older people in coming years. It may seem logical to assume that these opportunities will come up in the future, as our neighbours in Asia experience an ageing population. But, this would be a misapprehension: the opportunity is now.

China's median age is identical to that of Australia – China is already facing the same challenges of providing suitable care and support for an ageing population as Australia.

The Chinese government has recognised this with a focus on aged care.

Australian companies can support the development of aged care overseas through a range of options – in addition to joint ventures internationally, there may be scope for equity positions by international partners in Australian aged care operations, or opportunities for Australian providers to provide training and management services on a consultancy basis.

ACIA has facilitated connections with delegations from the Chinese provinces of Shandong and Shanxi in recent months, underlining the interest from China in Australian aged care. These two provinces have a population of 140M between them (more than 6 times the population of Australia).

At a time when Australian aged care operators are facing a tightening fiscal environment, additional revenue streams overseas may offer an opportunity for ongoing business growth and development.

The time is right to fully consider the opportunities.

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Craig Moore SA 0429 993 585

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Christmas Cheer – Employers Beware!

A sanctioned/authorised work Christmas function is deemed to be 'at work' for the purposes of industrial, WHS, and return to work legislation.

Of course, you want your employees to enjoy their party, BBQ, or whatever it may be, however you must still ensure a 'safe place of work', even if the function is not on work premises. You are obliged to provide food and non-alcoholic drinks, plus options for people to get home after the event.

Here are other helpful tips that may assist:

Address your staff prior to the function and remind them of your Code of Conduct, Harassment, and Social Media policies, and that they apply to the function;

Advise employees that disciplinary action may be taken if they 'step over the mark';

Do not 'extend' the bar tab or 'open' time, once set.

Encourage employees to be mindful of alcohol consumption, and not be excessive.

Remember, it's not a holiday for everyone

Christmas is a time for family and friends, but not everyone gets to spend the day relaxing.

Staff members rostered on shift over the Christmas period are not only missing out on time with their loved ones but they are also having to respond to the particular needs of residents who may not be able, for many reasons, to be with their own families.

Support workers across all direct care environments know the sadness and loneliness that is experienced by many residents and clients over the festive season. The pain of being apart from family celebrations, the sadness of facing a Christmas without a much loved spouse or the frustration of a lack of independence can take its toll.

Employers are encouraged to consider the extra demands on their staff team rostered over Christmas in providing emotional care to residents and clients.

Talk with the staff members who are rostered on about the need for greater sensitivity and understanding towards residents and in response to their behaviour.

Identify the residents who may need extra care and devise some supportive responses for staff to use.

Help staff members to make the link between changes in behaviour and the emotional pain residents may be experiencing.

Christmas advice article provided by Pinnacle HR

To find out how Pinnacle HR can assist your organisation, contact us at ACIA.

Food for thought

Article by Dr Pooja Newman
Clinical Care Director, Ananda Aged Care

With Australia being the allergy capital of the world, this is a good time to spread a message of positivity and hope for a better outcome for all with inclusivity and understanding.

This message will affect many sectors in different ways, including home care, retirement living and Residential Aged Care.

This message is important for the food service sector, banking, sporting clubs, entertainment venues, airports, all workplaces, schools and even private homes, just to name a few!

With my Ananda Aged Care hat on as Clinical Director, I realised aged care is a frustrating platform for effective, efficient care of a high quality best practice standard.

With the constraints from regulation and insufficient funding, it is increasingly difficult to admit (to people) simple, common and normal errors that happen all over the world on a daily basis.

"What is so hard, is to be brave. To own a failure and to then communicate this effectively while moving forwards for a better outcome for all."

Note; This commentary was delivered as a speech at the ACIA Aged Care Awards Gala Dinner

It is hard to create a plate of food that is satisfactory for everyone's dietary tastes; to cater to a variety of food consistencies, while maintaining nutritional value and flavour on a daily basis.

Everyone wants crunchy, hot, buttery toast which is usually white or brown bread, or even raisin toast on occasion. Then, we have the other considerations such as the toppings; butter, margarine, jam, honey, Promite or Vegemite or even peanut butter?

Then, some residents may be able to independently make their own toast, however the logistics of that with testing and tagging the toaster and the possibility and responsibility of injury of setting of the fire alarm are not easy.

Australia is the food allergy capital, with one in ten infants diagnosed with a food allergy.

Older Australians may not know, or be properly diagnosed with food allergies, and this is an increasing problem amongst diners and commercial kitchens as they sift through preferences, intolerances and actual Anaphylaxis risks.

Food allergy incidences in Australia have doubled in the last decade, with a 50% increase in mortality over the past 7 years in Australia alone. My most pertinent question for you all to go away and think about is, "will that soggy plate of toast be served to someone who has dairy or wheat or peanut Anaphylaxis by mistake?"

What about those with coeliac disease - do they get an alternative to toast?

I wonder if we really, as a sector, have proper measures to allow those with anaphylaxis to be safe and survive an unexpected and sudden reaction?

It's food for thought.

We spied this gorgeous crochet toaster by Adelaide Artist, Trevor Smith and wondered if this was the solution? His crochet works have been sent off for an exhibition from 9 December at Michael Reid, Sydney.



FOOD and HEALTH

Guest article by Ellis Wilkinson
Hotel Services Management Solutions



Length of hospital stay and costs; evaluated through a multivariate model analysis.

There is a correlation between a healthy balanced diet and increased energy, with shorter time spent healing, reduced medical costs and overall improved general wellbeing.

I am expressing my own opinion; however, my logic says, **a healthy balanced diet vs a diet of supplements is a no brainer.**

"The use of food before supplements can be cheaper and have a better outcome for the resident. It's a win win. Some studies have shown that using food first can save your business time and money.

An article from the European Journal of Clinical Nutrition concludes Nutrition intervention is predicted to be a cost-effective approach in the prevention of pressure ulcers in at-risk patients.

Reference; Correia, M. I. T. D., & Waitzberg, D. L. (2003). The impact of malnutrition on morbidity, mortality, length of hospital stay and costs evaluated through a multivariate model analysis. *Clinical Nutrition* (Edinburgh, Scotland), 22(3), 235-239.

Let's examine; using food first could save your organisation money!

The use of food before supplement intervention, has positive results.

Please don't get me wrong, there is a time for supplements, however, in my view this is after a food based program has been used.

Food is the natural based starting point where I believe increased wellbeing can be achieved by increasing the right food at the right time.

You could read the NOURISH Study where food-first strategies have demonstrated improvements in dietary intake, nutritional status, quality of life and cost savings compared to usual care in aged care by comparison.

I recommend you look at your food cost and then your supplement cost, I suggest food will be a better option with the upside a reduced cost in medical treatments as a bonus along with an overall increased wellbeing.

Ellis Wilkinson

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Branding Aged Care

Article by Charlie-Helen Robinson, Editor

Industry regulation changes at the commencement of 2017 introduced a new consumer marketplace; one which has seen aged and home care customers within our community be encouraged to pick up aged care services.

Aged Care Providers have (generally and previously) done this through word of mouth, newspaper advertisements, editorials and more recently, by learning the intricacies of social media to stay in the news feed. With the later, some have cemented their brand in the process; others are finding their feet.

For the majority of industries, branding is not a new topic of discussion. They employ Brand Managers to maintain their public perception and reputation as it eases the way for marketing and sales success.

However, it is relatively new for aged care.

No two brands are the same; nor should they be! Aged care is no different.

For example, if an aged care provider uses a stock photo... then an editorial in a news article or an industry service provider pops up using the same photo, how can a consumer distinguish between them? The issue is, they can't. The marketplace, in my opinion has become confusing.

We wouldn't expect to see David Jones marketing itself the same way as Kmart or even Myers... so, we shouldn't expect to see one aged care organisation looking the same as another – even though they sit in the same marketplace with the same products!

Each organisation has its own culture, ethos, drive, location and values which drive their brand.

Branding traditionally has been defined as a name, slogan, symbol or design, or a combination of these elements to identify a companies products or services.

These days we know it to be so much more; it is the ethos or experience we wish to sell and portray; the feeling and reason people become loyal to our brands. If branding is off the mark, the customers don't flow through the door – or when they do, they quickly leave; meaning, the sales pitch hasn't met the expectations of the customer/consumer.

A brand, article, editorial, service provider or consultant should show a personality in all they do.

Why showcase a bland vanilla offering, when behind the scenes the team have a vibrant, outgoing and creative nature? Or alternatively, a calming mindful ethos, or values driven from a particular traditional culture?

Steps to rebrand the aged care marketplace are needed. Here are some ideas:

Images of 50-year-olds, through to 100-year-olds doing 'things'... diverse in their appearance, diverse in the activity... and beautifully unique is our challenge, should you wish to accept it.

Pursue the call to arms for stock shot photographers to ramp up their collections - to generate more images for everyone to use.

Use your own, or organisations smart phone and instagram account, and take the best picture you can, then apply filters; 'own' the filter style you select for sharing your branded messages.

Let's not use Jennifer Hawkins to sell David Jones.

Let's create a marketplace, where the consumer understands your values, your ethos, and your company brand without a second thought.

"We wouldn't expect to see David Jones marketing itself the same way as Kmart or even Myers..."

so we shouldn't expect to see one aged care organisation looking the same as another – even though they sit in the same marketplace with the same products!"





MERRY
Christmas &
HAPPY NEW YEAR

Peace on Earth Goodwill to all

*Dr. Seuss once wrote:
"What if Christmas, he thought,
doesn't come from a store?
What if Christmas, perhaps,
means a little bit more?"*



Article by Charlie-Helen Robinson, Editor

For each of us, the Christmas season may have different meanings; a rest from work, a time to connect with family, a moment to reflect in our garden, or a rushed flight to travel closer to loved ones. And, of course, for many in our industry, it is also a time to carry on as always, at work! As while many residents enjoy visits from families and loved ones over Christmas, this is not true for everybody.

One of the most important things age care staff can do in this period, is spend one-on-one time with the residents. It's also a good time, if a person lives independently and your service cares for them, to check in and see if they need additional services or to offer respite.

This Christmas there will be around 150,000 aged care workers who, instead of being at home with their families, will be caring for their second families at work. They love their jobs and are proud of the work they do. Over 34 per cent of our aged care workers are migrants, with many leaving behind their families and friends to come to this country for a better life.

*A program which started back in 2016 celebrates this fact. You can read more about it here:
www.agedcare101.com.au/our-work-is-care*

Whether you celebrate Christmas, Hanukkah, or something else ie a different God, the lesson still applies; the lesson of the spirit of giving and receiving.

Let's tackle one subject (although we encourage you to explore others). Food.

Food is important throughout the year, however it tends to be one of the main focuses at Christmas time, as everyone looks forward to the Christmas meals.

Many residents will be enjoying glazed ham or turkey with gravy, roast vegetables and Christmas pudding. However, there will be a number of residents who require special diets. Depending on the type of allergy, intolerance, cultural requirements, some residents may not be able to enjoy the typical Christmas meal.

This can cause feelings of being left out and feeling less special. So, to ensure no one misses out on the food pleasures of Christmas (as well as potentially family misses), it's important to plan well ahead of time.

And a good place to start is to create the standard menu for Christmas day (and other chosen festive days) and then adapt to consider the special dietary requirements of your residents.

Ensure there is enough food for residents to have an extra helping if they wish. After all, Christmas is a time for indulging. If appropriate, serve a glass of the resident's favourite alcoholic beverage before Christmas lunch to add to the special occasion feel of the day.

Don't forget the cranberry jelly and apple sauce!
Enjoy. Goodwill to all.

*"Let us keep Christmas beautiful without a thought of greed,
that it might live forevermore to fill our every need,
that it shall not be just a day, but last a lifetime through,
the miracle of Christmas time that brings God close to you."*

Breathe easy, we've sniffed out the solution

Article by Charlie-Helen Robinson, Editor



Globalaai

The globalaai movement was founded from a personal campaign of one determined individual who made the decision to create social awareness and safety for worldwide sufferers of allergic disease.

Ananda Aged Care clinical director Dr Pooja Newman, who is also ACIA's Deputy Chairman, founded Global Anaphylaxis Awareness and Inclusivity (Globalaai), four days after she suffered latex anaphylaxis from the sudden, unexpected and extensive release of balloons at a concert in South Australia.

Poor awareness and education among aged care staff, cognitive decline among clients and the stigma attached to anaphylaxis were among other key issues for the aged care and retirement living sectors, said Dr Newman.

She is on a mission to rectify and raise awareness.

You can check the Globalaai website for more information, or, they are coming to a community hub near you.

Please contact via email info@globalaai.org to arrange for a globalaai EpiPen station or to register your business as latex safe.

The elderly have been identified as an at risk group for allergies due to cognitive decline and slower immune systems.

However, the term allergy is often misused to describe any adverse reaction to foods which results in symptoms such as headaches or bloating.

Adverse reactions to foods that are not allergic include food intolerances, toxic reactions, food poisoning, enzyme deficiencies, food aversion or irritation from skin contact with certain foods.

Of course, allergies also include environmental factors and allergic reactions to the air we breathe (and what's in it - like pollens etc). So, the topic becomes broader.

For example, genetic risks and links between asthma, hay fever and eczema have been identified in an international study, which analysed the genomes of 360,838 people.

The study, being released by Dr Manuel Ferreira at Brisbane's QIMR Berghofer complex, is the first to explore the three most common allergic conditions.

Reference: <https://healthtimes.com.au/hub/immunology/31/news/aap/an-international-study-find-genetic-links-to-allergies/2978/>

Therefore, managing the health and environment in the aged care sector has become a hot topic of late.

Never before has there been greater expectation for quality and focus on what we eat and the air we breathe.

If we analyse this component, there are key variables affecting the quality of air you breathe including mould trapped inside air conditioning systems, temperatures and their relative humidity, gasses being produced by natural means and even cooking odours.

Reference: www.rainfreshtechology.com

For many, allergies can hit full force all year around. Take the steps and reduce impact for your residents, or yourself. Check diets and change menus as appropriate, install the technology to support clearer air or purchase the solutions for safer care.

For example, let's support Globalaai's mission to create a worldwide allergy and anaphylaxis movement for positive change of social awareness and safety.

And breathe easy.



"He who has health, has hope; and he who has hope, has everything."

Arabian Proverb

David Stewart, Ageist Founder, "I've had the opportunity to conduct hundreds of hours of interviews. Doing this work is like being at the center of a whirl of wisdom - a giant roadmap to the best practices of being our age. With each profile we do, the texture of the map gets richer."

Read more:
The Ageist www.ageist.st

Longevity

ageist EDITORS

Posture/back health

You may have heard that certain retail establishments have installed cameras that distinguish gender and age to better understand who is coming into their store. Creepy, but that's the world we live in.

One of the ways the technology determines age is the person's posture. Bad posture indicates a higher age. Besides the obvious detriment of bad posture to your spinal health, it is also communicating something to the reptilian part of the brains in the people on whom you want to make a good first impression. If you have a job interview coming up, of course you are thinking of your outfit — smart. But even more important is how you hold yourself. We humans are animals, and we are wired to respond to certain physical cues.

So, how is your posture?

The easiest way to find out is to stand tall, heels against a wall, tuck your pelvis and push your head back so it touches the wall behind you.

How does that feel? If it seems really odd, chances are you have some posture issues. How can you improve? If you are up for it, Pilates is great, even just the mat classes. You may also want some exercises to activate the lazy erector muscles in your back.

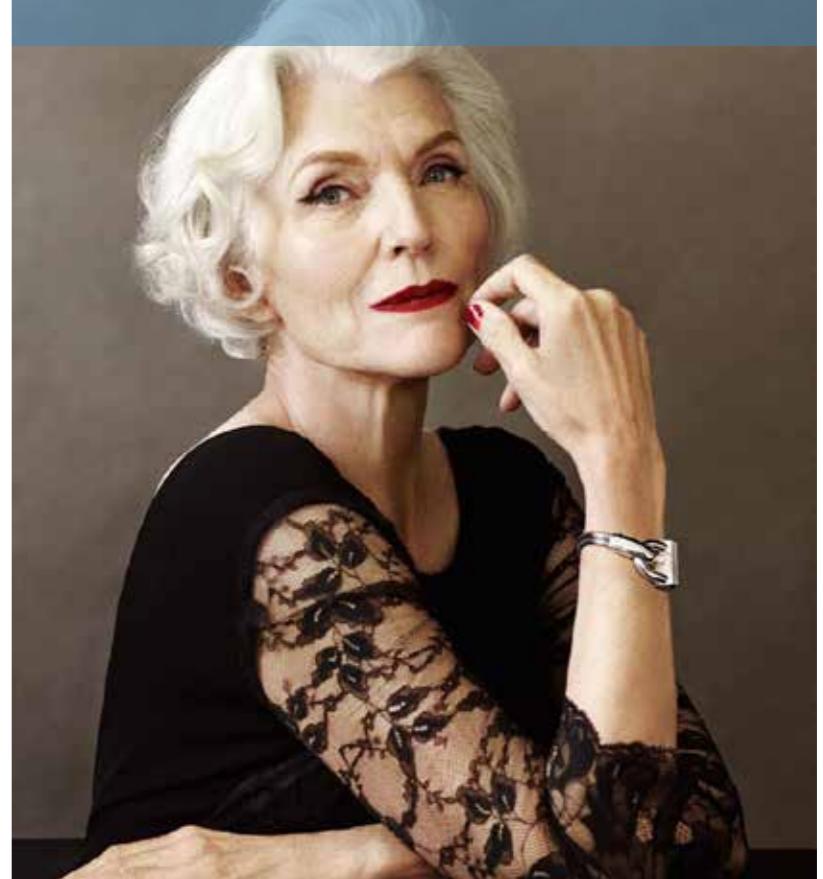
Xavier Quimbo, our go-to trainer for keeping us spry, recommends:

1. Plank
2. Bent over row
3. Y move
4. T move

With your back, use it or lose it.

Republished from The Ageist

Maye Musk



ageist EDITORS

Career renaissance

Maye Musk; the mother of Elon.

Maye Musk was an inspiration even before her eldest son upended the notion of everything we thought possible.

A native of both Canada and South Africa, Maye was born into an adventurous family: her siblings and parents flew 20,000 miles in a plane their father had assembled, and spent summers digging for a mythical lost city.

She began modeling as a teenager before becoming a dietitian, and she balanced both careers as she raised Elon and his siblings, Kimbal and Tosca.

When she split from their father, she put her career on the shelf, eventually moving to Toronto with Tosca to support Elon as he went to university.

Recently though, at 69, she's been experiencing something of a renaissance, appearing on Times Square billboards, booking national campaigns, even appearing in one of Beyoncé's videos.

"I'm living proof that you can find work for an older woman," she told *Vanity Fair* in March.

"I've never worked so much as I do now."



In 2016, we were recognised for our passion. For our communications, our advice, for standing up for what matters and the fact our products are tailored specifically for our members. And in 2017 we were recognised again. It's nice to know we're still getting it right.

Chant West Specialist Fund of the Year
2016 & 2017

lock | ♀ | back

The word "lock" is oriented vertically on the left side. In the center is a large, white, stylized female symbol (♀). On the right side, the word "back" is oriented vertically. There are two thick black vertical bars, one positioned between "lock" and "♀", and another between "♀" and "back".

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