

AGE EDITOR

THOUGHT LEADERSHIP FOR ENERGISING AND INNOVATING

THE AGED CARE INDUSTRY | WINTER 2019



AGED CARE INDUSTRY ASSOCIATION

WE VALUE AGED CARE

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Friendships that have stood the test of time and change are surely best. It is not the beauty of a building you should look at; it's the construction of the foundation that will stand the test of time.

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ACIA HOSTS MINISTER FOR AGED CARE AT INDUSTRY LUNCH



On 19 July, the ACIA Board had the opportunity to host Senator Richard Colbeck, Minister for Aged Care, for an industry lunch.

Our conversations with the Minister were very positive, with a strong collegiate feeling in the room.

We look forward to working closely with Minister Colbeck to promote high-quality care for older Australians, and a sustainable aged care system.

I would like to thank NAB and JBWere for their support of the event. ~Luke

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

AGE EDITOR JOURNAL

...thought leadership for energising and innovating.

Edition 8 | Welcome all.

Plus ça change, plus la meme chose. ~Luke Westenberg

The French proverb, “the more things change, the more they stay the same”, is highly applicable to Australia’s aged care system today.

The changes to the industry are continuing – new Quality Standards, introduction of mandatory quality indicators, a potential new funding model – while many of the underlying realities of care provision, consumer needs and industry sustainability are remaining the same.

Regardless of changes to regulation, funding or governance, the reality remains that Australia has an increasing number of people who are living longer and requiring more care and support to maintain their quality of life.

The reality remains that consumers are expecting – and receiving – high-quality care tailored to their needs and preferences. Consumers and their families are more focused on the care and support services they want, and how these are delivered.

The reality remains that high-quality care and support for older Australians requires appropriate funding.

Overall, we continue to face a need for adequate funding to ensure the aspirations and expectations of the growing population of older Australians can be met.

This is not, of course, to discount the changes happening.

In particular, the new Quality Standards represent a large shift in regulatory expectations and focus. Aged care providers have always needed to understand and meet the expectations of their residents, particularly in an environment of declining occupancy in residential aged care.

A regulatory focus on consumers can support in aligning regulatory compliance and meeting consumer needs – something that everyone across the sector can support!

Social Media

Facebook - search and find us at ‘agedcareindustry’

Editor for the Age Editor Magazine
Charlie-Helen Robinson



Balance For Life



*The magic word is
MOVE...*

*Move to heal because
sitting kills your
balance. -Margie*

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Balance Awareness Week
15 - 21 September 2019

01

BETTER FALLING

The Dutch-inspired course called Vallen Verleden Tijd, roughly translates as "Falling is in the past".

What can a person do to accept a fall, fall correctly or fall with minimal impact? We can teach them how to navigate treacherous ground without having to worry about falling, and how to fall if they did. It's using physiotherapy for the best purpose; that is, for prevention. The course is devised to practice the things you know you can do – to positively train and reinforce in other words – and not focus on the things you can't.

The Dizziness Balance Disorders Centre can teach you how.

02

POLES FOR BALANCE >>

Walking poles offer proven beneficial effects on general key health parameters which may include:

1. Improved posture
2. Increased walking tolerance
3. Increased confidence for walking
4. Improve factors related to fall prevention
5. Decreased stress and depression.

03

BUYING NEW SHOES FOR BETTER WALKING

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.

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. These include ensuring a correct fit, correct flex point, suitability for chosen activity and a snug fit.

Maintaining our balance is a lifelong commitment, not just a short course in balance re-education.

We must continue to use and challenge our balance mechanisms daily, as much as possible, and avoid sitting for lengthy periods of time.

If you do not continue the balance exercises/moving and challenge your balance on a day-to-day basis after completing the course, you will revert very quickly to your former level of poor balance.

The magic word is MOVE to HEAL because SITTING KILLS your balance.

Approximately forty percent of adults will experience significant dizziness at some time in their lives, and nearly one in four emergency room visits includes a complaint of dizziness.

The vestibular system interacts with our vision and information from our muscles and joints. It orients us in space, enables us to stand upright against gravity, co-ordinates our head and eye movements and balance.

Here are three ideas on how you can stay active with exercise, that have been found helpful by some people with vestibular disorders:

Using the Nintendo Wii Fit for Vestibular and Balance Rehabilitation – It's not just for the children! The use of the Nintendo Wii Fit video game console has been shown to be an effective tool for improving and maintaining balance by using low impact games.

Improving Balance with Tai Chi – It is popularly practiced throughout the world, often with an emphasis on maintaining good health and promoting longevity. It emphasizes the interconnected nature of the body and mind. Clinical studies have shown Tai Chi improves and maintains our balance and flexibility too.

Walking with Poles (Sticks) – Nordic walking poles aide balance, as much as walking aides our overall health, providing some comfort for the walker.

Evidence studies on balance identify poling, with the proper training, as a healthy mode of physical activity suited for improving quality of life.

Nordic Walking Poles

If the gym is not your scene, Nordic Walking is as effective as jogging, as gentle as walking and it is perfect to do with a group of old and new friends, or even residents within a centre.

Because Nordic Walking uses poles it engages your whole body and works all your major muscles from head to toe. The result is an effective, easy and fun exercise that can be enjoyed by almost everyone – any age, any athletic ability.

Up to a 40% increase in calorie burn at a lower rate of perceived exertion is just one of the health benefits of Nordic Walking. Have fun training, stay fit with ease and get into shape.

Read more: <http://www.nordicwalkingaustralia.com.au/>

Make sure you introduce new activities slowly so your body has time to adjust to them. If you begin to feel dizzy or disoriented, or get short of breath, stop the exercises immediately.

Book a Balance Class. Go to www.dizzinessbalancedisorders.com.au and check under "Aged Care" or "Active Living" for more information.



Member Promotion

Why choose Pinnacle HR as your HRM partner and service provider???

Because we care!

We are passionate about what we do! We are South Australian, born and bred!! What we can do for you! Who are we?

Pinnacle HR has been around a long time.....

Around 30 years, in fact!

You may remember us as "Community Employers' Association" when we started up to provide a HR/IR service to employers operating in the human services sectors in South Australia.

Well, we may have changed our name a number of years ago now, however not our focus, passion and commitment to providing expert and affordable HR/IR/WHs services and support to our valued clients, particularly in the Aged Care sector.

We take pride in our level of expertise in all fields of managing people at work, and our long-standing commitment and reputation for providing our clients with a highly personalised service.

We can offer your business specialist support in HR Management, Industrial Relations, Work Health & Safety, Return to Work, Training and Development.

The following services and 'specials' are automatically offered to ACIA Members:

- Free Telephone Advisory Service (TAS) – calls up to 15 minutes in duration on any HR/IR/WHs matter
- Discounted PHR fees for:
 1. Drafting and/or negotiating an Enterprise Agreement
 2. Industrial representation before the Fair Work Commission
 3. Development and/or review of Contracts of Employment, Policies, Procedures, Job Descriptions, other documentation
 4. Consultation hours— face-to-face or outside of the TAS time limit (above)
 5. Attendance at PHR scheduled training courses (delivered in the PHR Training Room)
 6. PHR's range of products, including Handbooks, Template Packs, Policy & Procedure Templates.
- Our range of contemporary, interactive training courses can be delivered via group training at your workplace - bookings through ACIA

ACIA MEMBER SPECIAL OFFER

Poor Performance/Misconduct - Letter Template Pack:

Notice of Meeting for Poor Performance

Notice of Review Meeting for Poor Performance

Notice of Meeting for Misconduct
Warning Letter

Termination of Employment Letter

\$220 (GST Inclusive)

WANT TO FIND OUT MORE???

CONTACT US

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E: admin@pinnaclehr.com.au

W: pinnaclehr.com.au



Raising aspirations

Helping the homeless in Adelaide through community engagement

We're all about delivering long-term results for our members. But we're also about doing it in a way that leads by example, to help create a better future for you, your industry and our planet.

With that in mind we created our \$70 million Social Impact Investment Trust in 2015. It is one of the single biggest commitments by an Australian super fund to impact investing. One of the aims of the Trust is to help to develop Australia's currently small impact investing market.

Under management by Social Ventures Australia (SVA) we have contributed \$1.5 million through our Social Impact Investment Trust to help launch the Aspire Social Impact Bond (SIB).

Our investment forms part of a larger investment in partnership with the South Australian Government that aims to tackle homelessness.

A home is more than bricks and mortar: it's safety, stability, and a base from which to navigate the world.

With the Aspire SIB we aim to make a lasting difference to the lives of people experiencing homelessness in Adelaide while generating a competitive financial return for our members.

The Bond funds the Aspire Program, a 'housing first' intervention model that focuses on strengthening participants' community engagement and employment. Participants are given stable accommodation, job readiness training, pathways to employment and life skills development.

The program also gives each participant a long-term, dedicated 'Navigator' to help them connect with wider support services and identify and achieve their goals.

Rising to the challenge laid down by the UN

At HESTA, we use the United Nations' Sustainable Development Goals (SDGs) as a compass for how we invest, work and advocate. Providing shelter for the homeless supports SDG 11 to make cities and human settlements inclusive, safe, resilient and sustainable. The Aspire SIB has completed its first year of service delivery and the early results are promising. The program has already generated a reduction in the number of days participants spend in hospital, less convictions and a reduced use of emergency accommodation.

The South Australian Government will make payments based upon the level of outcomes achieved.

The program expects to support about 600 adults experiencing homelessness over seven years, and is contributing directly to better outcomes for those in greatest need while generating an investment return.

Their future, better

It's all about our members. From investing their super for positive outcomes, to what we stand for, to how we work: it's all for their future. Take a look at some other ways we're putting you first.

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL 235249, the Trustee of Health Employees Superannuation Trust Australia (HESTA) ABN 64 971 749 321.

This information is of a general nature. It does not take into account your objectives, financial situation or specific needs so you should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. Before making a decision about HESTA products you should read the relevant product disclosure statement (call 1800 813 327 or visit hesta.com.au for a copy), and consider any relevant risks (hesta.com.au/understandingrisk).

Abstract ageing

The ongoing work of

Ron Corso, UniSA and Charlie-Helen Robinson



A project exploring how creative potential can be harnessed from aged communities.



Our aim is to engage and empower aged communities through deliberate creative practice re the decision-making process affecting not only the health and wellbeing of aged communities, but also building participation through the impact and influence their ideas can have across a wide spectrum of social and community applications.

This is being facilitated by establishing social media platforms relevant to aged communities to assist in contribution, dissemination, and collaborative decision making.

The methodology used for the creative ageing project has involved introducing a creative foundation in aged communities that can be instructive for how these communities can encourage and apply creativity to decisions and some policy affecting their lifestyles and wellbeing.

The project has initiated and conducted through a series of workshops, a program to introduce an aspect of creativity and idea generation in aged communities.

This has incorporated a range of specific creative thinking approaches, structured in a way which demonstrated understandings of the nature of creativity, and ways in which ideas can be developed and applied, within aged organisations and communities.

The work has focused on reinforcing the 'positive ageing' concept, introducing the notion of a 'creative dimension' to our everyday thinking and an understanding of some of the issues and problems associated with creativity and its application.

Establishing Positive Ageing

Active ageing, Creative ageing, Reframing Age, Embrace Age and positive images of old age (UN plan for action on ageing) are among a range of initiatives that are being embraced by communities, to counter the perception that a growing ageing population will present serious challenges to society in accommodating a section of the population that is no longer seen be productive.

The ability to contribute to society overall should not be the domain of only certain sectors of the community.

A Creative Dimension

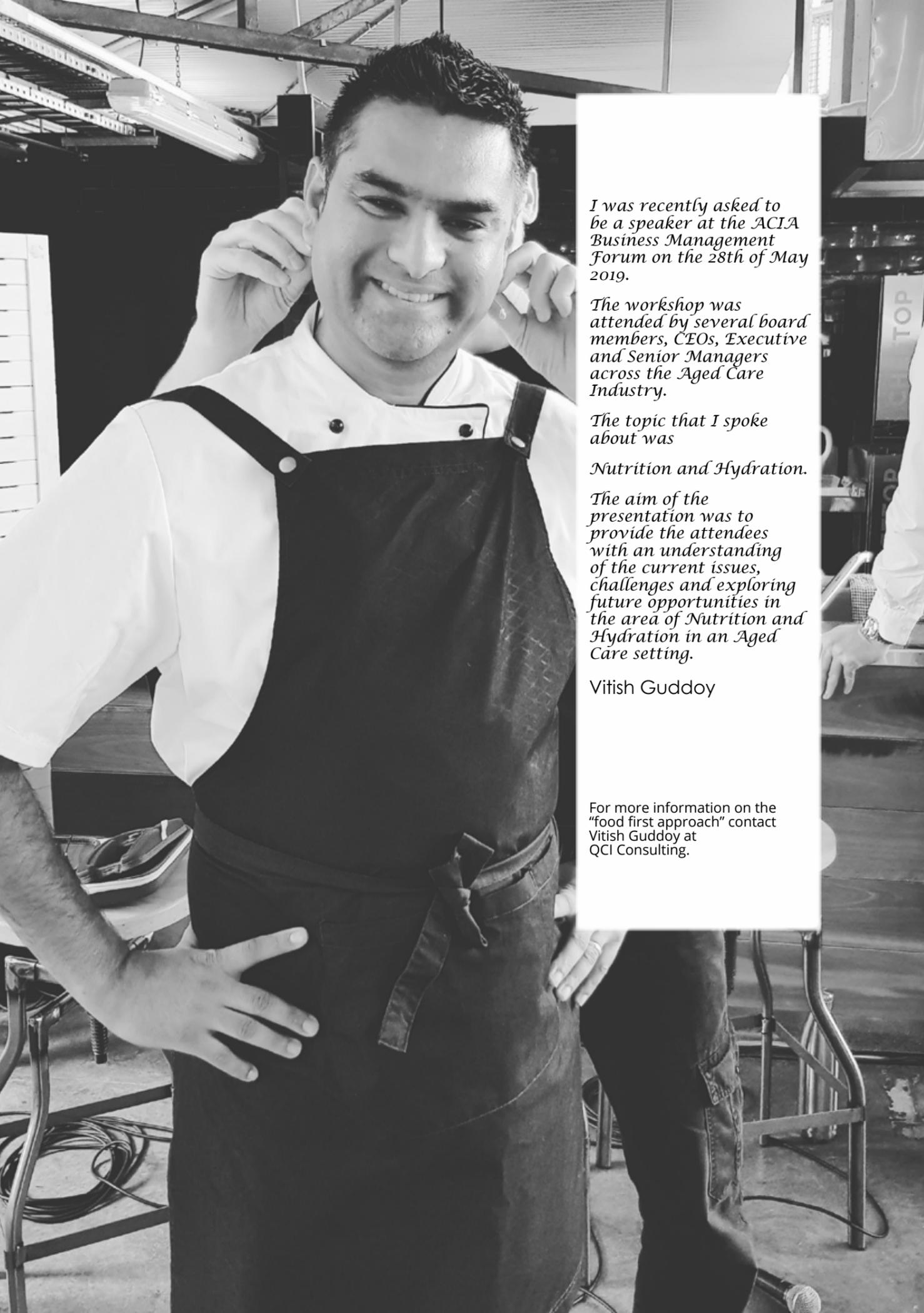
Our work in building a creative dimension in aged communities began with demystifying creativity and a consensus as to its meaning. These understandings that creativity is an inherent human and social attribute we believe will have a big influence on how we structure experiences to nurture and take advantage of an inclusive creative way of engaging the elderly with their communities.

Our approach is to present it not as specialist knowledge, but as a basic quality and attribute that is already present and in the case of the aged enhanced through their extensive worldly experience and wisdom.

Problems with Creativity

An emphasis on the need to overcome blocks and impediments that inhibit our natural creativity in an effort to promote the positive aspects.

Inhibitors to creativity may be seen to be particularly true in reference to the lack of creativity or confidence to express creativity in many people and organisations, where the possibility of failure or non-achievement of predetermined outcomes may be prohibitive, given that it can be argued that one of the most important qualities of creativity is the necessity to take risks.



I was recently asked to be a speaker at the ACIA Business Management Forum on the 28th of May 2019.

The workshop was attended by several board members, CEOs, Executive and Senior Managers across the Aged Care Industry.

The topic that I spoke about was

Nutrition and Hydration.

The aim of the presentation was to provide the attendees with an understanding of the current issues, challenges and exploring future opportunities in the area of Nutrition and Hydration in an Aged Care setting.

Vitish Guddoy

For more information on the "food first approach" contact Vitish Guddoy at QCI Consulting.

Food bringing in the results

On 27 May 2019, there were six aged care facilities in South Australia under sanction. Of these six, five had failed expected outcome 2.10 (under the old Quality Standards), Nutrition and Hydration. There has been increased recent attention on food in aged care from the Royal Commission and the media. Food and nutrition is a key focus area in aged care at present!

Current research conducted by Bond University in collaboration with Stewart Brown, 'What does it cost to feed aged care residents in Australia?' investigated the average food spend and trends of aged care facilities in the financial years 2014 and 2015. The study found that food costs reduced by 4%, while spending on supplements increased by 128%.

Poor nutrition can increase falls, can lead to poor immunity and poor muscle strength, leading to loss of independence and increase in care needs. Overall, poor nutrition can lead to poor quality of life.

When our consultant at Quality, Compliance and Innovation investigated reasons for these food and supplement spending dynamics, we found a number of contributing factors:

- Organisational policy in relation to nutrition and hydration
- Communication between clinical and food services staff
- Dietary information in care plan – including consumer food preferences
- Availability of information for catering staff
- Collaboration between dietician, clinical staff, care staff and hospitality staff
- High levels of supplement use leading to increased cost of supplements
- High levels of supplement wastage from consumers refusing supplements
- Variety of food available
- Staff knowledge regarding nutrition and hydration and texture-modified diets

What are the opportunities and what can we do better to improve in the area of Nutrition and Hydration?

The new aged care quality standards that came into effect from July 1st, is a great opportunity in itself to assist you to improve on your services and resident outcomes.

The new quality framework has three aims; Innovation, Excellence and Continuous Improvement.

To achieve the three aims, the facility and organisation would need to promote collaboration which will lead to innovation, consumer engagement will lead to service excellence, and improving consumer experience will lead to continuous improvement.

To address the above issues, we at QCI consulting strongly suggest a "food first approach".

Food first approach is to have a High Protein High Energy diet which uses food instead of commercial supplement. It focusses on consumer experience, using real food approach that has been fortified to HEHP food that is enjoyable to eat.

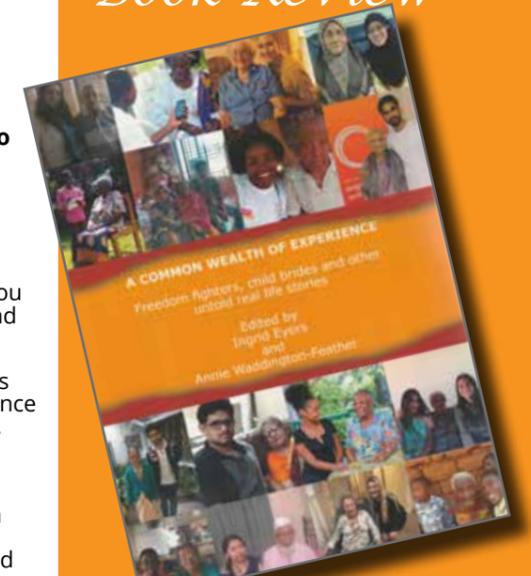
A HEHP diet is designed to make the most of every mouthful.

It involves the addition of extra calories to normal meals and drinks provided at breakfast, morning tea, lunch, afternoon tea, dinner and supper. This can be achieved by working in collaboration with dietitian, speech pathologists, clinical and catering staff.

A food first approach, if successfully implemented, will enable facilities and organisations to manage and prevent malnutrition. Successful implementation of the "food first approach" has led to better outcomes for the resident.

The following could be observed: significant improvement with resident's weights and quality of life (residents who were malnourished and tired beginning to engage again); increase collaboration between clinical staff, catering staff and dietitian; increased focus on resident likes, dislikes, preferences, variety and choice.

CommonAge Book Review



CommonAge is run by volunteers from across the Commonwealth and they are working hard to ensure all elders across the Commonwealth are fully supported to enjoy the highest possible quality of life in their senior years and are fully recognised as citizens in their own right. As part of their celebrations of the Commonwealth @70, they have launched a unique collation of older people's stories written by younger people called 'A Commonwealth of Experience, Freedom fighters, child brides and other untold real life stories' which gives an insight into life and growing old in many Commonwealth countries.

Edited by Ingrid Evers and Annie Waddington-Feather, this is a unique addition to the body of knowledge in the field of ageing and captures older person's life stories and experiences of growing old in varied socio-cultural, political, environmental and economic contexts.

Read more and download your free copy via

commage.org/commage_ebook/

They are accepting donations when you download to support their work.

Food in aged care: A few facts

The Aged Care Food Debate- Some Food For Thought!!

As with every aspect of Aged Care at the present time, we hear the horror stories being shared in and around the Royal Commission.

The general stories or positive experiences are getting little airplay nor cutting through, which is more than reasonable as those who have suffered have not been heard for so long.

However, in any analysis of issues, context must be established and any on the surface spin removed.

Maggie Beer in her noble quest of improving food served in Aged Care, talks of daily budgets of as little as \$7 a day that some providers spend, that \$10.50 would be ok but \$14 would be better.

How much do Aged Care providers actually expend a day on food supply and preparation?

1. A true and far less sensationalist measure would be one that captures ingredients, staffing, equipment, power and building costs. One does not go out for breakfast and pay \$15-\$20 then state to your friends I had a \$3 breakfast. When true costs are calculated the average spend would be at least \$30 a day per resident.

2. Aged Care meals are more often than not, room service. See how much room service food you could order in any hotel for \$30 a day. I challenge Maggie, any restaurateur, or chef to supply such meals at that rate. Furthermore in Aged Care you receive Breakfast, Morning Tea, Lunch, Afternoon Tea, Dinner, Supper and unlimited tea, coffee and biscuits.

3. How much funding do Aged Care Providers receive for the

supply and preparation of food? Well \$51.21 (Known as the Basic Daily Care Fee) is the amount capped by the Government to cover FOOD + CLEANING + LAUNDRY + HEATING & COOLING per resident per day. So if we subtract \$30 that leaves \$21.20 for the remaining services of daily living. If we increase food expenditure by a \$1 which other service should we cut by \$1? If we increase expenditure by \$7 a day which service should we completely remove?

4. So why don't Aged Care providers just make less "profits" then? Well latest measures show that 44% of providers are running at a loss. Those turning a profit/surplus do so at significant risk. Any failures can result in penalties in the millions or losing one's entire investment. Furthermore if no profit/surplus is made how will any future improvements be paid for?

5. The real question is "Will the government fund Aged Care appropriately for those who can't afford to pay more and uncap fees for those that can?"

6. If food is so poorly funded what about other aspects of Aged Care? Well let's consider what the Government pays for accommodation for those with low means. \$57.14 a day (Known as the Accommodation Supplement). I would urge anyone to walk through their nearest Aged Care facility and state how much you would pay to stay the night. Then visit hotels and motels in the area and see what type of facilities you would get for \$57.14 a day.

7. 'We can't afford to fund more' scream the Politicians and public service. Fair enough if that is the case. Then may I suggest that what is good for the Goose is good for the Gander. Public Servants and Politicians fund themselves between \$288 and \$460 a day for food and accommodation compared to the elderly who receive \$87.14 a day.

SO MUCH MORE FOR JUDY SMELLS LIKE ROSES



Embracing consumer directed care through additional services

Approximately 66% of all residential aged care revenue is sourced from Government. Providers are dependent on government policy and compensation rates. In recent times we have seen indexation capped and ACFI reduced.

The requirement to introduce consumer directed care as of 1st July 2019 will add financial stress on Providers, so it is imperative to find new ways to generate revenue to ensure viability.

Providers have always offered services outside the Aged Care Act.

Typically, these include clothing labels, hair dressing and bus trips.

In the past, the expectation has been that Providers also bear the costs of these services. There has therefore been little incentive to promote or enhance them. The door is now wide open to provide greater choice and flexibility for residents and their families.

The greatest hurdle when introducing additional services is resistance from line staff. In the climate of diminishing occupancy, Facility Managers don't want to charge more fees. Likewise, care staff are not looking for extra duties and think no one should not have to pay for healthcare, called the "Medicare Mantra".

It's important to bring your staff on the additional services journey. From my experience, staff will greatly contribute to the service offering.

One staff member noted that residents hated the vinyl covers on pillows as it made their head sweat and left imprints on their skin. Now the facility offers "complimentary pillows" with no vinyl covers as part of their additional services package.

They only cost \$10 and the facility throws them out when the resident leaves- CDC in action!

Some providers have tried a luxury hotel service model and have come unstuck with elaborate services such as weekly massages, day spas, and trips to the theatre.

Unfortunately, the residents did not take up the offer and with the typically low rate of new admissions, Providers end up out of pocket.

The first step in developing your additional services is to look at what you already provide for free.

In my experience Providers spend \$800-\$2000 per resident p.a. on services not covered by the Aged Care Act.

Start with packaging these services for new residents and don't be greedy, a modest fee of \$6.00 a day can add \$2,000 per place EBITDA.

For more information contact James Saunders
Pride Living
E James.saunders@prideliving.com.au

Provider Assist presents

SITU VIRTUAL TOURS



IMPACT ON RESIDENTS

It was crucial for us to be able to ensure that we are consistently working towards solutions for facilities, organisations and residents and their families that continue to improve the lives of older Australians in care. With Situ360, interactive virtual tours reduces the traffic of tours unlikely to result in a new client. When a client books in for a physical tour they already have a great sense of whether they'd like to move in. For all people involved it is incredibly valuable, significantly reducing both the time and heartache for older Australians and their families looking at Aged Care options and for the current residents it means less disruption in their daily lives and a greater sense of home.

Provider Assist are thrilled to launch a new offering in partnership with Situ360, a tech company who have designed software that makes creating and sharing Virtual interactive tours simple. Whilst working with our clients to improve their business performance, Provider Assist CEO, Peter Morley, recognised that occupancy is an area where there are very few options to make a big impact. "We want to demystify Aged Care for future residents and their families, and removing stigmas is vital to the future of our beautiful industry through technology", Peter says. "There is an underlying uncertainty and apprehension in potential Aged Care consumers and their families in the difficult process of finding a facility for oneself or a loved one."

LOOKING TO TECHNOLOGY

We decided to look to technology to find new ways to improve this aspect of Aged Care business performance. Situ360 was an outstanding and unique solution that made sense to us for many reasons. The software, with

interactive videos and virtual tours, helps future residents and their families experience a closer, more immersive experience of a potential facility, without the stress and strain of physically visiting every single facility. For facilities it has embedded 'call to action' options where clients can book in for a live tour or make an enquiry directly through the virtual tour.

As a business, we do not shy away from new technologies if they can help our partners. We believe that with Situ360, we can better help our clients and their families feel empowered to make informed choices of the care and facilities they choose.



Call our Remarkable team on **1300 419 119** or email team@providerassist.com.au

You can read our 2018 Impact Report on our website: www.providerassist.com.au



Care comes in all sizes, can be needed in any place called home, and at any time!

When a person is frail or has long term care needs, many auxiliary health management tasks can be difficult without the help and support of other people and services coming to them – and this includes when a person lives in a nursing home or residential care unit.

Those services such as optometrists, podiatry, dentistry and pathology can fall into this category of support around a person, which are generally phoned in or scheduled by a company to provide.

Pathology is an essential medical service underpinning a high-quality health system, with 70 per cent of medical decisions and 100 per cent of cancer diagnoses relying on pathology tests. Pathology tests cover blood tests, tests on urine, stools (faeces) and bodily tissues, to name a few.

As we get it older it can get harder to access key health services which is why pathology service providers offer mobile domiciliary services providing expert care in the comfort of your home. The word “domiciliary” comes from the Latin “domus”, which means “home”.

Domiciliary care is not just for the elderly. It can be equally important to children, young people and people with mobility impairments and a host of different care and support needs.

The overriding aim of domiciliary care is to help people remain as independent as possible, for as long as possible, and remain in their own homes – or go home ie from hospital for example.

When it comes to our elderly, care for their health in familiar surroundings becomes even more important.

We've all heard the TV and radio ads... "I'm Hazel and I'm happy where I am 'In my own home'".

Typically blood tests are performed at a collection centre by a trained Phlebotomist. Clinpath Pathology domiciliary or mobile phlebotomists are highly skilled and come to you.



The free domiciliary service targets those people who are not physically able to attend a Clinpath Pathology Collection Centre when their Doctor has requested tests.

Blood testing can be helpful when it comes to evaluating many common complaints that affect our ageing adults.

If a person is fatigued and experiencing low energy we can check for anemia and thyroid problems, among other things.

If they are confused and delirious, bloodwork can help us check on an older person's electrolytes (they can be thrown off by a medication side-effect, as well as by other causes).

Blood tests can also provide us with information related to infection, kidney function, and much more. There are also tests used as a measure of how quickly a person's blood clots.

People taking the blood-thinner warfarin (brand name Coumadin) must have this regularly monitored.

Alternatively, it may be the patient requires a Holter Monitor. Did you know Clinpath are the only South Australian supplier of the myPatch Holter monitor - which is shower proof/water resistant and weighs in at only 14 grams – so light the patient doesn't even realise they're wearing the recorder.

Our dedicated team works with Aged Care operators to tailor service models, ensuring patient care and quality are at the forefront of service provision.

To arrange a discussion about our Domiciliary and Aged Care Services, contact busdev@clinpath.com.au

Behind the Scenes Modern Pathology Lab Tour

We invite aged care operators to experience a “behind the scenes” tour of a modern pathology laboratory.

Tours provide staff with an understanding of what happens to a specimen on arrival at the laboratory and the processes around delivering our high quality services.

Clinpath is a highly respected, well established private pathology practice, providing laboratory services to general practitioners, specialists, private hospitals, and aged care facilities in South Australia.

Clinpath was formed back in 1985 by two pathologists, Dr Svante Orell and Dr Edward Chandraratnam, as a Fine Needle Aspiration Clinic located in North Adelaide.

With a passion for quality and service excellence Clinpath is committed to investing into the health and well being of all South Australians and our commitment has been further demonstrated this year with the opening of our new laboratory at Mile End in South Australia.

Clinpath's new lab has global and Australian pathology laboratory firsts with the introduction of state of the art chemistry lines designed to enhance productivity, efficiency and above all quality, ensuring the highest standard of health care is available to all South Australians.

To book a tour, please contact Charlie Robinson Marketing & Communications [E crobinson@clinpath.com.au](mailto:crobinson@clinpath.com.au)

www.clinpath.com.au

**sponsored editorial*



Australia's aged care sector arrives at tipping point

In mid-2018, John McCarthy, NAB's Head of Corporate Health, argued the Australian aged care sector was set to bounce back.

While conceding the sector is in a transitional period, he still sees better times ahead.

In an article titled 'Good times coming for the aged-care sector' published in mid-2018 on business.nab.com.au, John McCarthy, NAB's Head of Corporate Health, argued things would soon look up.

A year on, close to half of all operators are still struggling to turn a profit.

All have been affected by the Royal Commission into Aged Care Quality and Safety, announced shortly after McCarthy's article was published.

Nonetheless, McCarthy remains optimistic.

The aged care sector may soon get more funding

"The gap between the funding operators receive and the costs they have to cover will further increase following the introduction of more stringent, but necessary, quality standards on July 1," McCarthy says.

"I am hopeful that the Royal Commissioners will provide greater clarity around things like staffing requirements and care hours per resident.

Then they'll make the argument that the necessary funding is required if Australia is going to have a sustainable aged care sector."

In short, McCarthy believes politicians and government will be able to use the commissioners' argument around funding as a means to introduce necessary reform.

"Operators have long argued, and several industry reviews have stated, the only feasible way to fund quality aged care is to have residents pay more," he says.

"As noted in the 2016 Aged Care Roadmap, the Federal Government needs to be proactive and think about how they can play a role in enabling residents to contribute more.

With a significant amount of wealth tied up in property assets, residents need to be provided solutions as to how to access this equity without having to sell the family home."

Current investment is holding up

Investment in the sector has continued, McCarthy says, albeit at a diminished rate to other years.

"Admittedly, a number of industry players are waiting to see, first, what impact the new quality standards will have and, second, what will come out of the Royal Commission.

As a result, merger and acquisition activity is sluggish, but smart operators aren't letting attractive opportunities pass them by."

Certainly, McCarthy expects to see an uptick in the next 12 to 24 months.

"There'll be an increase in merger and acquisition activity once the dust settles. This will drive industry consolidation. That will result in economies of scale and reduced costs."

Investment in the field has been taking place, he adds, just without a spotlight on it.

"A lot of the big players spent up big on refurbishments four or five years ago," McCarthy notes.

"Operators have continued to invest since then. There are lots of them continuing to make capital investments and develop greenfield and brownfield sites right now."

Sensible consolidation appears imminent

While he sees consolidation as both inevitable and beneficial, McCarthy argues the aged care sector will never be dominated by a handful of organisations.

"The religion-affiliated not-for-profits, who account for over 50 per cent of the market, are well-positioned," he notes.

"They've spent a lot of money upgrading their facilities, typically have good reputations and are usually large landholders, meaning they don't have trouble accessing capital."

McCarthy predicts that while plenty of smaller players will sell up, many won't. "There will continue to be lots of family-owned operators.

These tend to be well-run, cost-efficient businesses with a deep understanding of the market niche they service."

So where does that leave those operators with the largest market share?

"They will continue to grow," McCarthy says. "But I don't see, for example, two or three operators ever dominating the market in a way that stifles genuine competition.

Relative to many other industries, the big players don't control that much of the market and I don't see their market share increasing dramatically anytime soon.

I suspect it's the mid-sized players, looking to build scale, that will be interested in snapping up other businesses when the market heats up again."

NAB is ready when operators are

McCarthy notes that NAB continues to support aged care operators' expansion plans during the sector's current challenging times and is looking forward to doing so into the future in a more stable environment.

"NAB has been one of the biggest providers of capital to the aged care sector for many years," he says.

"If it is to meet demand, the sector will need a large capital injection. NAB, possibly in partnership with super funds and private equity firms, is eager to provide that capital.

Things feel slower at the moment, but NAB is more than ready to back operators when they decide the time is right to start investing again."

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