



Annual Review

2022-23



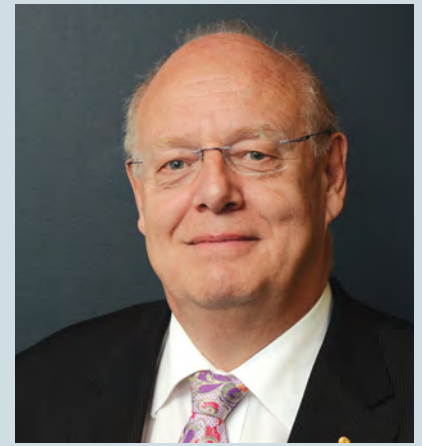
Contents

A Message from the Chairman	3	Payroll Service	17
A Message from the CEO	4	Quality Support	17
About ACCPA	5	COVID-19 Support	18
Our Purpose	5	Services and Sector Capacity	19
Our Vision	5	Learning and Professional Development	19
Our Values	5	Workforce Programs	21
Our Members	6	Sector Support and Development	22
Our Industry Partners	6	Delivering Industry Events	23
Building ACCPA	7	ACCPA National Conference	23
Governance	7	State Conferences and Symposiums	24
People and Culture	8	Care & Ageing Well Expos	25
Working Collaboratively	8	Virtual Forums, Webinars and Training Workshops	25
Reconciliation Action Plan	9	A Credible, Influential and Trusted Voice	26
Working across Australia	10	Proactive and Responsive Advocacy	26
Queensland	11	Strategic, Purposeful Media and Public Relations	27
Victoria	12	Informing and Influencing Policy Design	28
South Australia/Northern Territory	12	Member Engagement	29
Western Australia	13	Stakeholder Engagement	30
Tasmania	14	Communicating Vital Messages	31
Specialised Member Support	15	Email Communications	31
Employment Relations	15	Website	32
Consultancy	16	Aged Care Today	32
Residential Claims and Billing	17	Aged Care Employee Day	32

Front Cover: Resident Cath enjoying time with her daughter Trish at the Star Café, a social enterprise run by for-purpose aged and disability services organisation and ACCPA member VMCH, which opened at the Star of the Sea Aged Care Residence on Victoria's Surf Coast in December 2022.

Above Photo: The inaugural ACCPA National Conference in 2022 was attended by almost 1,800 delegates.

A Message from the Chairman



We can look back on the last financial year as a time that has brought renewed hope to our sector and a new representation through the Aged & Community Care Providers Association (ACCPA).

In our first full year of operation, we have embodied a singular, strong voice to fight for the rights of our members with the aim of building a sector we can all be proud of, while improving the lives of our cherished older Australians.

With Aged & Community Services Australia (ACSA) and Leading Age Services Australia (LASA) coming together, ACCPA has united aged care providers across the sector, large and small, commercial, and not for profit.

We have built on the combined resources, experience and rich history of ACSA and LASA by complementing and enhancing each organisation's strengths.

As a result, we have a stronger and more consistent voice advocating on members' behalf. In addition to that voice, our members now have an organisation with more resources available to provide greater support and a range of services.

With the help of our members, ACCPA has provided much needed leadership with our core values: courage, accountability, respect, excellence, and synergy.

Our purpose is to lead, advocate and offer support, advice, and guidance to aged care providers to ensure a high performing and sustainable sector, so that older Australians can live their best lives.

Our vision is to enhance the wellbeing of older Australians through a high performing, trusted and sustainable aged care sector.

Our greatest asset is our members, leaders one-and-all. We are at our strongest when we are united.

It's fair to say the Royal Commission into Aged Care Quality and Safety was a critical point of reflection for the sector, but it also shone a light that we desperately needed help.

For too long aged care reform has been put in the too hard basket, but after two decades there's finally hope we can build a sector that all Australians can be proud of.

Sustainability is the key. We know that almost half of providers are still operating at a loss, and that's just not sustainable now, let alone in the years to come, as demand for aged care surges.

But we've made great progress in engaging the government on this important issue and it is now the focus of a dedicated Ministerial Taskforce.

With the recent Intergenerational Report revealing demand for aged care is set to double in coming decades, there's an urgency to reform the system, so that it's fit for purpose now and into the future.

With more than half of aged care providers losing money on each and every resident, and the situation for home care providers on a downward trend, it's vital we take this opportunity.

Armed with this information about the scope of the problem, we need to find the solutions and meet the challenges associated with an ageing population.

ACCPA has been at the forefront of debate.

The Aged Care Taskforce, chaired by Aged Care Minister Anika Wells, represents our greatest chance to get aged care funding right.

I'm proud to say ACCPA Chief Executive Officer Tom Symondson is a valued member of that taskforce. He is in a unique position to represent the thoughts of providers. They're the ones with boots on the ground, the experts with real-world knowledge of the challenges being faced and the ones who will deliver the very care our older people must receive.

The work of ACCPA and the Taskforce promises another year of reform and hope for the sector.

A handwritten signature in black ink, appearing to read 'Graeme Blackman', with a long, flowing underline.

Dr Graeme L Blackman AO FTSE FAICD
Chairman, Aged & Community Care Providers Association

A Message from the CEO



It's been a year of reform in the aged care sector and ACCPA has been at the forefront fighting for members, aged care workers and older Australians, to build a sector that we all can be proud of.

Rather than shouting from the outside, we have engaged the Government directly, to bring about meaningful change, advocating for reform that is well designed and at a manageable pace.

We're not there yet, but we've had some big wins along the way.

We worked tirelessly to bring about a fully funded 15 per cent pay rise for aged care workers, representing an additional \$11.3 billion dollar boost to the sector.

We were delighted the Government agreed with ACCPA that increased funding was urgently needed to fund the 15 per cent increase.

For far too long aged care workers have been undervalued, despite the vital role they play caring for our most vulnerable, and most cherished members of society.

We will continue our hard work as we enter stage 3 of the Work Value Case, so that all aged care workers are paid what they deserve and that it's funded accordingly.

How aged care is funded now, and in the future, has also been at the top of our agenda.

We hosted the ACCPA Financial Sustainability Summit at Old Parliament House in June, bringing together experts, academics, economists and industry professionals to discuss ways to fix aged care's funding crisis. Following the Summit, we released an Issues Paper outlining the options discussed.

The paper created unprecedented debate in the media, including a user pays system for those who can afford it, Medicare style levies, valuations of the family home and other assets, and even the use of superannuation to pay for aged care.

Our main aim was to get people talking about aged care sustainability, so on that front the campaign has been a roaring success. We also had the opportunity to present the paper to the Minister for Aged Care and Sport, Anika Wells, who is also chairing the Aged Care Taskforce, which I'm honoured to be a part of.

As a sector, we have successfully made the point that aged care needs additional funding to make it viable. The only question now is, how do we achieve that as a society? Aged care funding will no doubt feature in the upcoming budgets, including MYEFO in December 2023 and May 2024.

The Government also postponed the commencement of the Support at Home Program by 12 months to 1 July 2025, in response to our advocacy that it wouldn't be ready in time. While this was disappointing to some, we would much rather delay implementation for a year and get the new scheme right. We had long been concerned that too much remains to be done with the new scheme in 2024. However, we do not want to see further delays, so we're keen to work with the Government to ensure this new deadline is met.

The Federal Budget in May saw the strongest indexation rate for aged care in years, in all a \$12.4 billion dollar investment.

We were encouraged that the AN-ACC price, which funds the care that people in residential aged care facilities receive, increased by 17.6 per cent to \$243.10 to cover both the pay rises and indexation. There is also a new hotelling supplement of \$10.80 per resident per day, which replaced the previous \$10 daily supplement, with the additional 80 cents to cover the wage increase for head chefs and cooks.

The decision to exempt international students working in aged care from the working hours limit for six months until 31 December 2023 was also an outcome we successfully advocated for.

The Government's move to bring more skilled foreign workers into aged care through the Industry Labor Agreement offers an opportunity in alleviating critical shortages. As this program is relatively new, we are continuing to monitor the experience of ACCPA members and are working with unions, the Department of Health and Aged Care and the Department of Home Affairs, to engage on the implementation of the agreement. We will continue to refine our advocacy, based on the experience and needs of the aged care sector.

Reform is never easy.

Staff shortages continue to hamper the sector and new government requirements of increased care minutes and 24/7 registered nurses onsite have thrown up plenty of challenges to providers.

Finding nurses to work in regional areas remains a challenge. We also know that there still aren't enough Registered Nurses in Australia, with shortages currently estimated to be around 12,000 in residential aged care.

We need to make sure we have the right levers and supports in place, so more RNs can progress through the education system into aged care, and also so providers can rapidly bring more RNs into Australia.

Ahead of us is the progression of a new rights-based Aged Care Act through the Australian Parliament. Members have a range of concerns regarding the new aged care act, including content, timeframes, and associated funding to support high quality service delivery.

We will continue to engage politically through our government relations activities to provide member insights and solutions for consideration by those who want to see, like we do, an improved system that can deliver the care older people in Australia need.

We can now look forward to another year of reform, and hopefully a fix to aged care funding.



Tom Symondson
Chief Executive Officer
Aged & Community Care Providers Association



Delegates at the inaugural ACCPA National Conference in 2022.

About ACCPA

Our Purpose

The Aged & Community Care Providers Association (ACCPA) exists to lead, advocate and provide support, advice and guidance to aged care providers to ensure a high performing and sustainable aged care sector so that older Australians can live their best lives.

Our Vision

The vision of ACCPA is to enhance the wellbeing of older Australians through a high performing, trusted and sustainable aged care sector.

Our Values

ACCPA is an organisation that CARES about what we do and how we do it. We value:

Courage. We are courageous in what we do and act in the best interests of older Australians and our members.

Accountability. We act with integrity, transparency and honesty at all times.

Respect. We respect diversity, treat all people as equals and express empathy, understanding and compassion towards each other.

Excellence. We strive for excellence, embrace innovation, commit to continuously improve and hold each other to the highest standards.

Synergy. We work collaboratively understanding the importance of teamwork, and committing to listen, share and support one another as we achieve common goals.

Our Members

Our members are providers of aged and community care services, retirement living, seniors housing and aligned services.

They are single and multi-site operators, located in every state and territory, in major urban centres through to remote locations, across Australia.

We provide services and support to all age care providers: not-for-profit, private and public operators.

In 2022-23, we were pleased to support a total of 1,099 members, attracting 75 new members during this period.



Member distribution



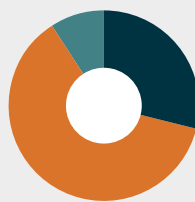
1,099

members across Australia from residential care, home care and retirement living

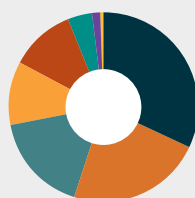


75

new members



29% private
62% not-for-profit
9% public



32% NSW
23% VIC
17% QLD
11% SA
11% WA
4% TAS
1.5% ACT
0.5% NT

Our Industry Partners

Our ACCPA Industry Partnership Program connects ACCPA members and the wider aged services industry with businesses offering the latest in aged care technology, products and service delivery, in order to offer specialised support to the sector.

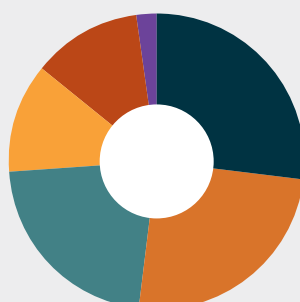
ACCPA industry partners are Australian businesses with an important role to play in aged care. We choose to partner with businesses that have an interest in supporting excellence and innovation in the sector, to enhance the health and wellbeing of older Australians.

Our industry partners receive many benefits, including promotion through the ACCPA industry partner directory (www.accpa.asn.au/partner-directory). While ACCPA members receive discounts from these businesses, our valued industry partners also support ACCPA initiatives through advertising, event attendance, sponsorship and exhibitions.

In 2022-23, there were 274 ACCPA industry partners, across a range of specialised services, consultancy firms, suppliers of equipment, education and training providers, and health services.



Industries Represented



32% Services (Financial Services and Insurance, Building Maintenance and Cleaning Services, Catering and Food Services, HR and Recruitment Services, IT Management Services, Laundry Service, Legal Services, Marketing, Media, PR and Communications, Real Estate Services and Superannuation Services)

25% Consultancy (Aged Care Consultants, Architecture Building and Construction, Governance, Business Planning and Finance)

22% Equipment (Cleaning, Clothing and Uniforms Healthcare Aids and Equipment, Infection Control, IT Systems and Software and Promotional Merchandise)

12% Education and Training

12% Health (Nutrition and Healthy Food Services, Healthcare Services, Occupational Therapy, Physiotherapy and Human Support Services)

2% Not-for-Profit Organisations

Building ACCPA

On 29 April 2022, Leading Age Services Australia (LASA) and Aged & Community Services Australia (ACSA) members voted in favour of the creation of a single entity to represent all aged care providers, which resulted in the Aged & Community Care Providers Association (ACCPA) being established on 1 July 2022.

This represented a significant program of works, with 37 projects identified, progressed and monitored, covering a broad range of areas across the organisation. These projects included membership relations and stakeholder engagement models (including the development of ACCPA's Members' Charter), policy and advocacy, member services, financial and integrated ICT systems, industry partners program development, establishment of governance frameworks, the legal establishment of ACCPA, workforce and leadership development, and frameworks for people and culture matters, including the development of ACCPA's organisational values.

Governance

We thank our ACCPA board directors for their contributions over the year and their dedication to the development of a world class aged services industry in Australia.

Our board comprises a mix of representative directors who currently hold leadership roles with our aged care member organisations across Australia, and independent directors who bring specialist skills to the board, including corporate governance, leadership, finance, marketing and brand development. In the reporting period, Geraldine Lannon joined the board on 21 March 2023, while Michelle Jenkins resigned effective from 30 June 2023.

When ACCPA was established, its Board was made up of 15 directors, 13 of whom were directors of ACSA and LASA, and two who were appointed as directors from multi-state providers. A board downsizing mechanism was embedded within ACCPA's Constitution and a related By-Law which will reduce the ACCPA board to 12 directors following ACCPA's Annual General Meeting (AGM) on 24 November 2023, with a further reduction to 11 directors after the 2024 AGM.



L-R (Back row): Geraldine Lannon, Mark Sewell, Nick Loudon, Shane Yensch, Dr Linda Mellors

L-R (Back middle row): Robert Orie, Sue Peden AM, Daniel Aitchison, Stephen Muggleton

L-R (Front middle row): Dr Graeme Blackman AO (Chairman), Jackie Howard, Dr Saranne Cooke, Lee Martin

L-R (Front row): Michelle Jenkins, Cherylee Treloar (Deputy Chairperson)

People and Culture

An interim ACCPA structure commenced on 1 July 2022 for all staff, while the executives from ACSA and LASA were assigned to interim General Manager roles effective from 1 June 2022 until 30 September 2022. This interim structure was to assist with the direction of functions supporting the continuous integration of operations into ACCPA.

ACCPA appointed its inaugural Chief Executive Officer, Tom Symondson, who commenced effective from 26 September 2022. All the positions in the ACCPA Executive Leadership Team were appointed by 6 February 2023.

ACCPA Executive Leadership Team

Chief Executive Officer: **Tom Symondson**

General Manager Services and Sector Capacity: **Belinda Allen**

General Manager Corporate Services: **George Andreola**

General Manager Member Relations: **Geraldine Ellis-Maguire**

General Manager Policy and Advocacy: **Roald Versteeg**

Former LASA and ACSA staff transferred into ACCPA on 1 April 2023. A successfully delivered retention strategy, along with a 12-month employment guarantee period commencing from 1 October 2022 and ending on 30 September 2023, saw a total of 90 staff accepting ACCPA offers of employment. A Transformation Management Office was created within ACCPA to oversee the planning, delivery, evaluation and reporting of all projects related to the establishment and new operating foundations of ACCPA.

This represented a significant program of works, with 37 projects identified, progressed and monitored, covering a broad range of areas across the organisation. These projects included membership relations and stakeholder engagement models (including the development of ACCPA's Members' Charter), policy and advocacy, member services, financial and integrated ICT systems, industry partners program development, establishment of governance frameworks, the legal establishment of ACCPA, workforce and leadership development, the development of ACCPA's values and frameworks for people and culture matters, including the development of ACCPA's organisational values.

During the transition process, ACCPA rolled out a comprehensive suite of people and culture policies. With a focus on supporting wellness, during 2022-23 ACCPA partnered with Assure Programs for the delivery of its Employee Assistance Program, which provides staff with access to counselling sessions.

Working Collaboratively

Positioning ACCPA as the leading voice for the aged services industry in Australia means forging effective and productive collaborative working relationships with key stakeholders.

Following are just two examples of the way in which ACCPA worked collaboratively in 2022-23, to support better care for older people in Australia.

End of Life Directions for Aged Care (ELDAC)

ELDAC is an Australian Government initiative led by the Queensland University, with ACCPA being one of the eight consortium members providing information, guidance and resources to support palliative care and advance care planning nationally.

In conjunction with ELDAC, in 2022-23 ACCPA delivered roadshows in the mid-north of South Australia, providing information and resources regarding the ELDAC project. We also spent time with service providers in the south-east of South Australia to promote ELDAC and the Linkage component of the project, with subsequent roadshows planned for south-west Western Australia.

ACCPA also actively supports the ELDAC project through our extensive member networks, communications channels and social media platforms. Work is underway for ELDAC/ACCPA's participation at the Aged and Disability Expo in regional South Australia as well as a taking part in the state's biggest Disability, Ageing and Lifestyle Expo in Adelaide later in 2023.



ACCPA CEO Tom Symondson at the World Ageing Festival in Singapore.

Vacant Beds

In Perth, ACCPA's WA office was involved in 'Vacant Beds' – a one-stop-hub for hospitals to find the latest residential aged care vacancy information. Vacant Beds brings aged care providers across the state into one central portal, providing reliable and current information for hospital staff. The initiative supports both discharge nurses and residential aged care providers, ultimately benefiting the older Australians who require a bed in an aged care home at short notice.

Due to the success of Vacant Beds in Western Australia, ACCPA is now working with other state governments to implement the initiative across the country.

National and International Influence

While working at the national level is our priority, we also understand the benefits of establishing connections with global thought leaders and neighbouring countries in our region, to share information, learn from one another, and continue to innovate.

At the World Ageing Festival (also known as the Ageing Asia Innovation Forum) held in Singapore 24-25 May 2023, ACCPA CEO Tom Symondson was invited to participate in the main conference panel session and also to give a presentation on Australia's aged services industry.

Reconciliation Action Plan

ACCPA is committed to taking meaningful action to protect and enhance the health and wellbeing for all older Australians – this includes ensuring culturally inclusive and safe care for older First Nations peoples in our community and the broader aged care sector.

Through the development of ACCPA's Reconciliation Action Plan (RAP) we strive to embed cultural awareness of Aboriginal and Torres Strait Islander people in our company culture and support the principles and purpose of reconciliation.

Key initiatives of our RAP in 2022-23 included working to build stronger and mutually beneficial relationships with First Nations Peoples stakeholders and organisations, to promote reconciliation, to create a culturally safe organisation, enhance employment for First Nations Peoples and businesses, and to share strengths-based stories across our communications channels.

ACCPA's RAP Committee initiated a National Reconciliation Week themed 'Lunch and Learn' session for staff. First Nations guest speaker Rikki McCallum, Director of Wunun Consultancy and Business Solutions, also introduced new 'Yarning circles' cultural awareness training for members and staff.

Our RAP is currently in development with our RAP Committee who meet regularly to discuss RAP objectives and actions, with an aim to launch by mid-2024. The RAP Committee is led by ACCPA General Manager, Services and Sector Capacity, Belinda Allen.

Working Across Australia

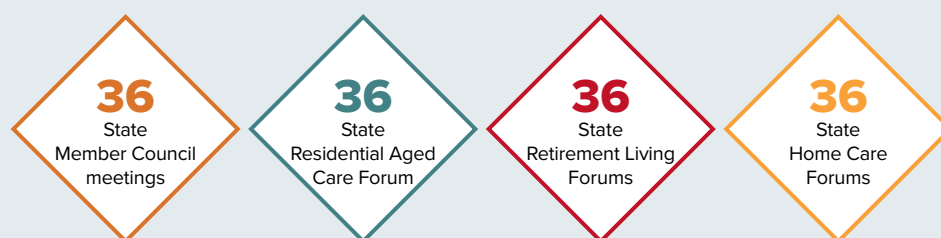
As a national association representing aged care providers across the breadth of Australia, from major urban centres to remote locations, we work hard to understand local issues and deliver a tailored approach to the delivery of our services.

Our national structure has local offices based in Brisbane, Sydney (NSW/ACT), Melbourne, Adelaide (SA/NT), Perth and Hobart, which focus on state and territory-based issues.

During 2022-23, we ran a total of 144 member forums for state and territory member councils, residential aged care providers, retirement living providers, and home and community care providers.

We also maintain a presence in Canberra, where we actively engage with ministers and ministerial advisors, in relation to our advocacy efforts.

Member Forums in 2022-23



New South Wales/Australian Capital Territory

With the largest member base in NSW/ACT, our team provided support to 367 members across the region in 2022-23. ACCPA State Manager NSW/ACT Mark Ashby is based in Sydney, with ACCPA Member Relations Officers based strategically in southern and northern New South Wales, to help engage members at the local level.

Our work with NSW Ministry of Health, Commonwealth Department of Health and Aged Care (DoHAC), the Aged Care Quality and Safety Commission and Senior Rights Service on a monthly basis, provided members the opportunity to receive monthly updates and interact with these crucial stakeholders.

Moving forward, the NSW/ACT team will continue to actively engage with the DoHAC through the Aged Care Liaison Group set up by DoHAC NSW Manager Dr Sarah Rumble either directly or via roundtables and collaboration groups.

Joint regional forums and roundtables with members and stakeholders were held in the Illawarra, Hunter New England and the Central West, in order to give members an opportunity to outline operational and workforce issues directly and develop local solutions. The team also worked directly with Workforce Australia on a jobs taskforce in the Riverina Murray region, providing a pilot workforce solution for members in the area.

Throughout the year, the team and members were heavily involved in the implementation of the NSW Voluntary Assisted Dying Act being enacted 28 November 2023, with Mark also participating in the implementation of the ACT Voluntary Assisted Dying Act.

In relation to home care, our policy, support and advocacy has been a strong voice for providers, and we are working with Sector Support and Development (SSD) forums across the state, to help Community Home Support Programme providers prepare for the new Support at Home Program, and assist them in the important role they play keeping older Australians connected with their communities.

The NSW/ACT State Conference 2023, held 29-31 May 2023 at the Sydney Hilton, was a hugely successful event, with 525 participants attending and sold-out exhibitions. We were pleased to see many NSW/ACT members contribute to this valuable conference by presenting in plenaries and workshops, being a part of panels, and actively engaging with one another on important issues.

We would like to thank all our NSW/ACT members for their ongoing collaboration with ACCPA and we look forward to continuing our strong working relationship with each member.



L-R: NSW/ACT Member Relations Officer (southern region) Mathew Campbell, ACCPA State Manager NSW/ACT Mark Ashby and NSW/ACT Member Relations Officer (northern region) Rebecca Campbell.

Queensland

The Queensland team was honoured to have served our 187 members and appreciate the strong relationships we have formed with them, during 2022-23.

Over 400 people attended the inaugural ACCPA Queensland State Conference, held on the Gold Coast 18-20 April 2023. Given limitations in recent years, it was an important event for community building and networking within the industry in Queensland, and participants also valued the content delivered across the three-day event.

ACCPA State Manager QLD Ian Poalses visited more than 50 ACCPA members on regional visits across Queensland including in Cairns, Rockhampton, Gladstone, Bundaberg, Hervey Bay, Toowoomba, Dalby, Townsville and the Gold Coast – covering an enormous geographical area to ensure members felt connected and supported.

During the year, the Queensland office began working with Places for Ageing Australia – a community of designers, providers and advocates who promote innovation in the design of healthy places for ageing – to build the interest and knowledge around architecture and design among our members.

Thank you to all members who participated in our forums with recognition to the Chairs of the State Member Council, Residential Aged Care and Home Care Forums, as well as the Emerging Issues and COVID-19 Forum for their guidance and time given to support our members.

We would also like to thank all the guest speakers at the forums, including those from our regular supporters: the Department of Health and Aged Care, Queensland Health, Aged and Disability Advocates Australia, the Aged Care Quality and Safety Commission as well as a range of ACCPA subject matter experts.



L-R: Some of the Queensland team pictured when they caught up for a social event in June, Assistant Accountant Wan Meng, Manager Digital Learning Karen Murray, Digital Learning Developer Jessica Luke, ACCPA State Manager QLD Ian Poalses, Member Relations Officer Megan Hobson, Head of People Culture and Safety Ina Pieterse, Head of Media and Public Relations Peter O'Dempsey and Senior Employment Relations Advisor Adrienne Nally.

Victoria

Led by ACCPA State Manager Danni Campbell-Manley, the Victoria office had the privilege of representing and working with a diverse group of 252 members, who were highly engaged and responsive.

Each fortnight, 120 to 150 members participated in our ongoing ACCPA Victorian Emerging Issues meetings, where we host representatives from the Department of Health and Aged Care, Department of Health Victoria and other key stakeholders.

We also facilitated state-based seniors, home care and residential care meetings and roundtables to engage with our members to understand industry innovations, issues, concerns and challenges.

We represented our Victorian members via the Victoria Police Senior Victorians Stakeholder Reference Group, CFA People at Higher Risk, Victorian Community Care Advisory Committee (VCCAC), Victorian Senior Commission's Advisory Group, and Health and Safety Stakeholder Reference Group Meeting. We also met on a regular basis with the Aged Care Quality & Safety Commission (ACQSC) and Elder Rights Victoria.

Our members provided us with essential feedback to inform emergency service initiatives including Victorian Virtual Emergency Department (Ambulance Victoria), Home and Bushfire e-learning modules (Country Fire Authority), and Reportable Incident Management (Victoria Police).

ACCPA Victoria was also able to provide member perspectives and vital input on Voluntary Assisted Dying, Drugs and Poisons legislation review, Victorian Electoral Commission Guidelines in Residential Aged Care, Victorian Portable Long Service Leave scheme and the Sick Pay Guarantee.

Highlights from 2022-23 include hosting Victoria's first Care & Ageing Well Expo 11-12 February and ACCPA's Victoria State Conference 13-15 June in Melbourne. The Expo was an opportunity for the Victorian providers to showcase their services to the general public, demonstrating how much the community relies on and appreciates our essential services, while the conference attracted 506 delegates.

Aged Care Employee Day on 7 August 2022 was a truly joyous day to come together and remember the essential work provided by aged care workers on a daily basis, which we celebrated with our members.



L-R: ACCPA Member Relations Officer Victoria James Williams, ACCPA State Manager Victoria Danni Campbell-Manley, MP Southern Metropolitan Region Victoria (VIC Legislative Council) Ryan Batchelor and CEO Emmy Monash Tanya Abramzon who is holding the ACCPA Certificate of Appreciation for Aged Care Employee Day.

South Australia/Northern Territory

Through our SA/NT office, ACCPA was proud to represent 131 members across South Australia and the Northern Territory in 2022-23, including services that provide aged care support to Indigenous Australians.

In November 2022, ACCPA welcomed Mark Prosser as the State Manager for SA/NT, as we farewell Rosetta Rosa. Mark, who previously worked in the retirement village sector, renewed a focus on engaging with members, including a number of face-to-face opportunities.

For Northern Territory members, the SA/NT office introduced successful quarterly roundtable forums to focus on thin markets and discuss issues specific to their region.

In South Australia, joint regional forums and roundtables with DoHAC were held in Mount Gambier, Kadina and Port Pirie. This provided members with an opportunity to outline operational issues directly with the Department.

The ACCPA South Australian Symposium proved to be very successful and was sold out within a few weeks of tickets being released. Attracting 138 participants, the one-day event on 24 May 2023 was designed specifically for South Australian providers, giving them the opportunity for knowledge-building, and networking with industry colleagues and ACCPA representatives.

Adelaide also played host to the inaugural ACCPA National Conference in October 2022, which attracted almost 1,800 delegates.

Moving forward, the SA/NT office will continue to actively engage with both SA Health and DoHAC, either directly or via roundtables and collaboration groups.

We would like to thank all members who participated in our forums with recognition to the Chairs for their guidance and time given.



ACCPA State Manager SA/NT (5th from left) during a member visit to Care in Motion on the Yorke Peninsula.

Western Australia

Newly appointed ACCPA CEO Tom Symondson made his first trip to Perth in October to officially cut the ribbon to open our new office in Osborne Park, in front of several of our 120 members who helped celebrate the occasion. During this first trip, Tom also visited a number of our members.

We also had a visit from ACCPA General Managers Geraldine Ellis-Maguire and Roald Versteeg, together with ACCPA Principal Policy Manager Derek Dittrich, and over a period of three days they attended three Federal MP Roundtables with Member for Pearce Tracey Roberts, Member for Hasluck Tania Lawrence and Member for Curtin Kate Chaney. This gave our members located in those electorates the opportunity to not only showcase their facilities but to speak frankly and openly with their Federal Member.

During the team's visit we also held a number of networking events for our members, which were very successful and well attended, and throughout the year we endeavoured to ensure all of our members were accessing their member benefits.

We had two major events in Perth, the 5th Care & Ageing Well Expo at the Perth Convention Centre 31 July 2022, and the WA State Conference 28-30 June 2023 at the Crown. Both of these events were valued by members, partners and other stakeholders, and were well attended.

During 2022-23, the WA office developed great working relationships with both the state and federal health departments, and we were represented on several forums by our State Manager Liz Behjat, including:

- the Care of the Older Person Strategic Advisory Group (COOPSAG) convened by the WA Health Department
- the WA Minister for Health Amber-Jade Sanderson's Ministerial Advisory Panel on Aged Care
- two workshops formed to conduct a review of the WA State Government's response to the COVID-19 pandemic
- the WA Department of Training and Workforce Development's Job Ready Pilot Program steering committee (the pilot program gave long-term unemployed and other specific job seekers the opportunity to participate in five weeks of training in the aged care sector, and it has now progressed to permanent status)
- the Boards of Palliative Care WA and Community Skills WA.

Liz also participated in three meetings of the Aged Care Collaborative, two in Perth and one in Broome. While in Broome, Liz and our Member Relations Officer Ruth Metcalf took the opportunity to meet with members in that region.

The WA office will continue to advocate for our members and the wider aged services industry at every opportunity.



Proud Noongar Yamatji woman Sharon Wood-Kenny (centre) welcomes ACCPA RAP Committee Representatives (from left) ACCPA's Julie Anderson, CEO Tom Symondson, GM Services & Sector Capacity Belinda Allen and State Manager WA Liz Behjat to the Swan River (Kaya Kep).

Tasmania

In Tasmania, we actively supported 42 members across the state in 2022-23. While it is our smallest region, we have the largest share of the aged care market here, compared to other regions in Australia.

Focused on member support and engagement, there were 168 visits or contacts with members, with state-wide meetings held for members on a monthly basis.

The ACCPA Tasmania Symposium was held on 17 May 2023 attracting 63 participants, and we were pleased to welcome Parliamentary Secretary to the Premier and Member for Bass Simon Wood, to open the event. ACCPA CEO Tom Symondson was one of the presenters, and spent time with members at the pre symposium drinks the night before as well as throughout the day.

Throughout the year and ongoing, the team in our Hobart office has been doing outstanding work with the Aged Care Reform Unit, focusing on preventative pathways between public hospitals and residential aged care.

The team also provided valuable input into many state-based policy initiatives, including the Older Persons Mental Health Unit, the housing strategy for older Tasmanians, and amendments to retirement living legislation.

Keen to support capacity building, our partnership with the Tasmanian Council of Social Service has given us opportunities to identify a future workforce for aged care workers in the state.

For the duration of 2022-23, the Tasmania office was led by Renee Malby, however from July 2023, a new State Manager was appointed. With expertise in member relations, Cathy Beswick will continue to focus on member engagement in the region.



L-R: ACCPA GM Member Relations Geraldine Ellis-Maguire with members of the Department of Health and Ageing – Assistant Director Tasmania Susie Lambeth, First Assistant Secretary Quality and Assurance Division Amy Laffan, and Assistant Director Tasmania Petra Schnierer – at the ACCPA Tasmania Symposium.

Specialised Member Support

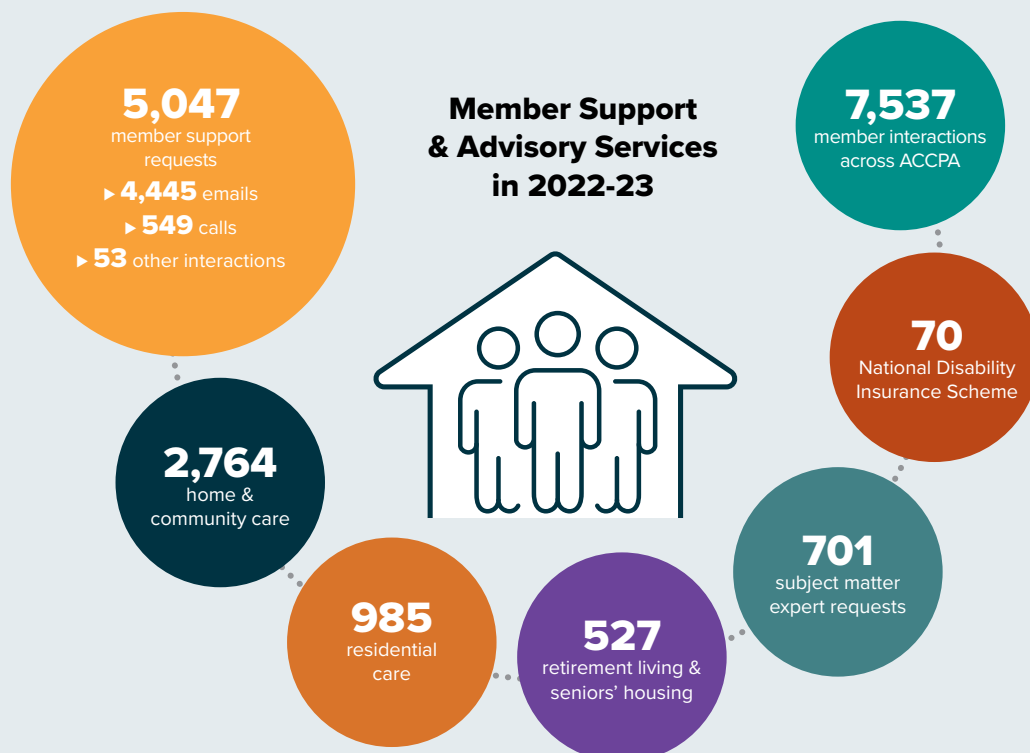
Throughout 2022-23, ACCPA continued to support our members in many different ways – including individualised guidance, employment relations advice, consultancy services, operational support, and tools to help them maintain compliance with changing regulations.

In total, there were 7,537 total member interactions across ACCPA's state offices, in the form of in-person visits, phone calls, video calls, emails and follow-ups. Of these, 5,047 member requests were actioned by our Member Support and Advisory team, with home care providers seeking the most support in 2022-23.

Our subject matter experts were in demand, with 701 members receiving specific support, while there were 70 unique instances of support in relation to the National Disability Insurance Scheme.

In order to share policy updates and seek member input into ACCPA's advocacy efforts, we held a total of 168 member forums across Australia, including state-based member council meetings and state-based forums specific to residential aged care providers, retirement living providers and home care providers.

In preparation for the introduction of new governance reforms, we developed several new member-exclusive resources to support, including sample Quality Care and Consumer Advisory Body terms of reference documents, a Key Personnel Check and Declaration Form and a Key Personnel Register.



Employment Relations

Our Employment Relations Advisory Service helped members with 1,399 separate matters over just eight months, which demonstrates the level of demand for workforce-related support and advice.

Key areas of enquiry from members were in relation to the Work Value Case and Annual Wage Review implementation; enterprise agreement negotiations; management of injured workers; and industrial instrument interpretation (award or enterprise agreement).

During 2022-23, our advisory service undertook the following specific actions:

- We commenced the renegotiation of the former ACSA template Enterprise Agreement for 66 members.
- We undertook enterprise agreement negotiations on behalf of six members.
- We prepared submissions to the Fair Work Commission, and participated in the Hearings, in relation to Stage 2 of the Aged Care Work Value Case.
- We provided advice to members, including documentation, phone and email support, to implement the Stage 2 Work Value Case Decision.
- We engaged in advocacy and discussions regarding the Aged Care Industry Labour Agreement (ACILA).
- We hosted six Workplace Relations Special Interest Group meetings which were attended by approximately 100 people from member organisations.
- We assisted 10 members with a variety of employment related matters – including wage rate reviews, performance management correspondence and contact of employment reviews – on a fee-for-service basis.

We also represented individual members at:

- four industrial dispute conferences at the Fair Work Commission
- one conciliation conference at the Australian Human Rights Commission
- six unfair dismissal conciliation conferences at the Fair Work Commission.

Consultancy

ACCPA Consultancy aims to empower and build capacity to respond to an ever-changing aged care landscape, to help create better outcomes for providers and the older people who need care.

Our services focus on success factors in the delivery of sustainable safe and quality care: culture, leadership, workforce capability, partnership, communication with consumers, quality and risk management.

We adapt our bespoke services to meet sector needs, with 2022-23 seeing an increased demand for services to strengthen governance across both residential and home care, including clinical governance, quality assurance and readiness for quality audits, workforce strategies and leadership mentoring.

Learnings from delivering consultancy services have provided greater value for the broader membership, with experience and expertise being shared through conference presentations, ACCPA workshops and member resources.

ACCPA member survey results from 2022 demonstrate the value and positive impact of our consultancy services, with respondents giving us a rating of 91 per cent.

Delivering 70 individualised services in 2022-23, we look forward to continuing our work with members as the reforms provide great opportunity to reshape business models in the future.



Residential Claims and Billing

ACCPA offers a fee-for-service for aged care providers, managing their billing operations to help maximise available funding entitlements and ensure residents are appropriately invoiced and the provider receives accurate and timely payment.

In 2022-23, the ACCPA Claims and Billing service processed claims and invoices for 7,390 residents from eight aged care facilities.

Payroll Service

ACCPA offers a payroll fee-for-service for aged care providers that need extra help with payroll. By outsourcing their payroll to ACCPA, they can be assured of legislative compliance with changing regulations and payment thresholds.

In 2022-23, we processed fortnightly payrolls for 29 members, equating to a total of 61,000 payslips. We also processed Awards and Individual Enterprise Agreements wage increments in July/August 2022.

Quality Support

We extend our support to members and non-members, in relation to compliance with new and changing regulations and legislation, with two quality systems.

The ACCPA Safety & Quality Management System (SQMS) is a cloud-based portal designed to provide a complete quality management system specifically for aged care and disability providers. It features over 450 policies, processes and audits tailored to guide practice in residential care, home care, retirement living and for NDIS services. The ACCPA SQMS also contains an audit management program as well as incidents, feedback, complaints and improvement registers.

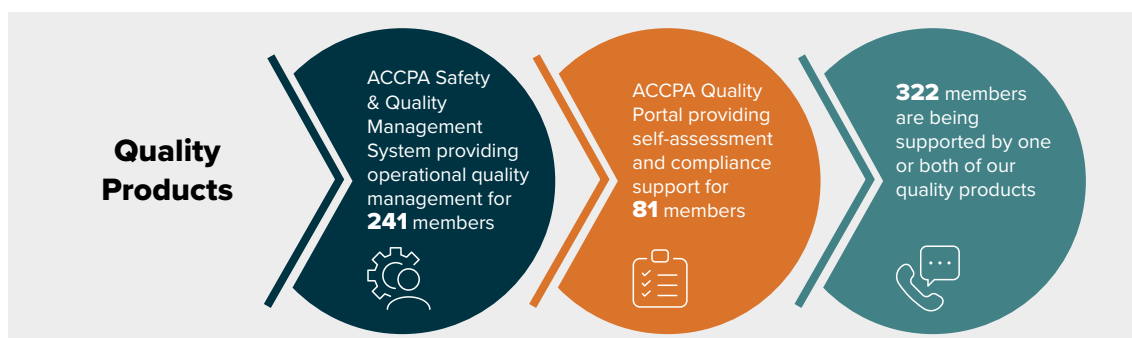
Originally developed by aged care providers to support day-to-day operations, the ACCPA SQMS continued to evolve in 2022-23. Over 150 new and updated policies, processes, documents and audits were added in that period, which focused on clinical care, human resources, governance and other operational areas.

The ACCPA Quality Portal (QP) is distinguished from the ACCPA SQMS in that it is largely a management tool containing self-assessment modules for all major community and health services standards, and a wide range of templates, guides and resources.

In 2022-23, the self-assessment tool for the Revised Aged Care Standards, and tools and resources supporting the Strengthening Provider Governance reforms, were developed and added to the ACCPA QP.

The ACCPA SQMS was used by 241 organisations (234 were ACCPA members), while 81 members subscribed to the ACCPA QP.

"SQMS has been a huge benefit for us. With all the reforms underway, it's great to know the content covers all the requirements. It has streamlined our management of incidents, complaints and improvements and staff find it very easy to use."
– Jodie Gaske CEO Seasons Living.



COVID-19 Support

COVID-19 remained an issue in aged care in 2022-23, particularly when the number of COVID-19 outbreaks in residential aged care peaked in July 2022, December 2022 and May 2023.

However, the overall number of issues raised by members has been declining as the management of COVID-19 becomes business as usual.

The main reasons why members reached out to ACCPA for support were in relation to delays in the receipt of COVID-19 Aged Care Support Program Extension grant payments from the government, and vaccination reporting obligations to the Department of Health and Aged Care.

Members also sought help with COVID-19 vaccination requirements, personal protective equipment requirements (mask wearing), and how often rapid antigen testing should be undertaken.

Key COVID-19 actions in 2022-23

- ACCPA advocated to the government on behalf of members regarding outstanding grant payments for COVID-19 support funding given the significant backlog.
- ACCPA provided information in response to a range of member enquiries.
- ACCPA continued to attend regular Department of Health and Aged Care briefings on COVID-19, providing intelligence to ACCPA staff who support members on COVID-19 management.
- ACCPA communicated content regularly to members through the Health and Quality News alert which went from a weekly publication to a fortnightly publication in September 2022, given the decrease in the demand for COVID-19 information.



Every Day was a New Challenge

In 2022, ACCPA partner Chris Barnard Nursing Agency commissioned a mural to recognise the healthcare workers who put their own lives on the line to protect vulnerable people during the COVID-19 pandemic. The agency staffed the first aged care home affected by COVID-19 in Melbourne, and went the extra mile to provide staff interstate, beyond its usual area of service. Agency Operations Manager Shehal Gomes said, "Every day was a new challenge."

Pictured are Shehal and mural artist Amanda Newman.

Services and Sector Capacity

Learning and Professional Development

The Learning and Professional Development team delivered 63 different courses to 2,637 participants across 663 organisations, which includes 129 deliveries with a total of 154 sessions, during 2022-23. This busy schedule is a measure not just of the efficiency of our team, but also recognises the demand for high quality training tailored specifically to the needs of aged care workers and the aged services industry.

While most participants were from member organisations, there were also non-members who took advantage of our bespoke training offerings, with the breakdown as follows:

- **2,426** member participants across **575** organisations
- **211** non-member participants across **88** organisations

The majority of participants were from the home care sector, with the breakdown of all participants:

- **1,147** participants indicated that they work in either or Commonwealth Home Support Programme (CHSP) services
- **580** participants indicated that they work in residential aged care services
- **696** participants indicated that their organisation provides multiple services (this could include home care, CHSP, residential or retirement living).

Leadership Training

The Comprehensive Leadership Program and the Leadership Accelerator Program modules were run several times throughout 2022-23, with an 'On Demand' Leadership Accelerator Program delivered to 24 participants in the Brisbane North Public Health Network.

Number of Deliveries	Number of Participants	Number of Unique Organisations	Member Organisations	Non-Member Organisations
19 deliveries (29 sessions) +8 On Demand sessions*	230	80	74 (220 participants)	6 (10 Participants)

"I am thoroughly enjoying the leadership sessions and getting so much out of it. Bruce is a wonderful presenter with so much knowledge and wisdom to impart!" – Anne Butler, Meals Service and Marwal Centre Manager, BASSCare, Leadership Accelerator Program participant, September-November 2022

"This training program is brilliant. It takes modern leadership into a reality, with great skills, methods and lots of additional resources provided. The facilitator is kind, relatable and very knowledgeable on this topic." – Kate Olsen, Connection Support Officer, Inclusive, Brisbane North PHN On Demand Leadership Accelerator Program, March-May 2023

Governance Training

ACCPA's governance training programs cover Clinical Governance in Aged Care, Board Governance for Smaller Providers, Board Governance for CHSP/Home Care Providers and WHS Governance in Aged Care.

In addition, in a partnership with AICD and Hall and Wilcox, ACCPA successfully enabled 35 scholarships for a 'Governance Foundations for Not-for-Profit Directors short course'.

Number of Deliveries	Number of Participants	Number of Unique Organisations	Member Organisations	Non-Member Organisations
8 deliveries (11 sessions)	176	101	96 (170 participants)	6 (6 Participants)

"Informative, interactive online session with practical resources for implementation by community care organisations." – Tracey Winters, Executive Officer, Gilgai Aboriginal Centre, Board Governance for CHSP/Home Care Providers participant, May 2023

"Recommended for any Board Member within an aged care organisation." – Maryke Archbold-Hession, Board Member, WADCC, Board Governance for CHSP/Home Care Providers participant, May 2023

Quality Training

ACCPA's quality training offerings include the Aged Care Quality Standards Webinar, Be Prepared – Act with Confidence to an ACQSC Unannounced Visit [for Residential], and Preparing for Your Quality Review – A Workshop for Home Care Providers.

Number of Deliveries	Number of Participants	Number of Unique Organisations	Member Organisations	Non-Member Organisations
12 deliveries (12 sessions)	266	131	121 (250 participants)	10 (16 participants)

"The information that was received from the training session, was spot on. The tips provided were very helpful, and it reassured us that we had most of the requirements covered already, and ensured we completed the remaining actions in preparation for our visit." – Jenny Deer, CEO, Mt View Homes, Be Prepared – Act with confidence to an ACQSC unannounced visit training, October 2022

"This was very informative and I walked away with resources I can use today in my internal audits and in preparation for a future audit. Just brilliant!" – Bud Schoof, Quality and Compliance, Platinum Healthcare Group, Preparing for your Quality Review – A workshop for Home Care Providers participant, February 2023

Product Development

During 2022-23 our Learning and Professional Development team developed a range of other programs in response to capacity building needs within the industry.

Development in Progress (commencing during 2022-23)	<ul style="list-style-type: none"> Leading a Multi-Generational Workforce (Bruce Williams) Peer Support Framework (currently in development) Retirement Living & Seniors Housing Operational Managers Program Spiritual Care in Aged Care: Using the National Guidelines in Spiritual Care to Integrate Spiritual Care in Daily Work (Meaningful Ageing) Managing Conflicts and Disputes digital conversion
Developed and delivered during 2022-23	<ul style="list-style-type: none"> Being an Employer of Choice: The WOW FACTOR unpacked (Above & Beyond – Laura Sutherland) Be Prepared: Act with confidence to an ACQSC unannounced visit Implementing SIRS in Home and Community Care First Nations: Yarning Circles (Wunun Consultancy and Business Solutions) <ul style="list-style-type: none"> Part 1 - Connection and Communication Part 2 - Healing Ways of Being Part 3 - Creating Culturally Safe and Welcoming Services EX - Employee Experience – Creating Employer of Choice Cultures (Bruce Williams) The Art of Management (Bruce Williams) Learning Bites – Frontline Leaders delivering Home Care services and Fostering an Employer of Choice Culture (for HCWSP) Media & Communications Masterclass: Navigating Media & Communications for Maximum Outcomes (Jackson Pearce)

Workforce Programs

Home Care Workforce Support Program

In April 2022, the Australian Government's Home Care Workforce Support Program commenced with six grants awarded to organisations and consortia to work collaboratively to attract, train and support the retention of an additional 13,000 personal care workers to the home care sector nationally over a period of two years.

In Victoria and Tasmania it was developed as Home Care Careers by consortium partners ACCPA, Human Services Skills Organisation and PowerHouse Hub. The promotional campaign theme was 'If care is in your DNA, choose a career in home care'.

Offering a seamless onboarding process, Home Care Careers seeks to recruit people with the right personal attributes, who desire to make a meaningful impact in the sector, and provide appropriate training to ensure they have the confidence to perform well in their roles.

The program helps providers in their retention and recruitment activities, by offering their newly placed employees a \$500 retention bonus after three months of employment with one provider.

Providers engaged with our program in Victoria and Tasmania enjoy complimentary access to all Home Care Careers products and services to aid with recruitment and retention. For more information, visit www.homecarecareers.com.au/home-care-providers

Women Discovering Aged Care Careers

ACCPA's Women Discovering Aged Care Careers (WDACC) project ran from May 2022 to April 2023, for a 12-month period, to help attract and retain people to the aged care workforce in Tasmania.

The WDACC project delivered the following:

- **30** Career Discovery Days (for women to learn about careers, hosted across regions in Tasmania).
- **20** Aged Care Practical Experience Days (to help women gain insight of tasks and expand their understanding of the skills sought by employers).
- **226** women attendended Career Discovery and Practical Experience Days.
- **20** Aged Care Industry Awareness Information Sessions (for employment service providers, career advisors, teachers).
- **Three** statewide Workforce Innovation Meetings (to build partnerships between all sector stakeholders).
- **Four** professionally developed Discovering Aged Care Careers Video Series: videos showcasing three outstanding Tasmanian women working in aged care, dispelling myths of working in the aged care industry (view them at employment.agedservicesworkforce.com.au/discovering-aged-care-careers/).



Teenager Isabelle Febey said she was considering a career in aged care after participating in ACCPA's WDACC project in Tasmania.

Aged Care Transition to Practice Programs

Our Aged Care Transition to Practice Programs were developed in partnership with real clinicians to support transitioning nurses to become confident, safe, competent and professional Enrolled Nurses and Registered Nurses in aged and community care.

We offer two separate 12-month programs for graduates in their first year of practice, one for Enrolled Nurses and one for Registered Nurses, and a six-month program for Registered Nurses with more than two years' experience but who are new to the aged care sector.

After enrolling in the program, both aged care organisations and graduate nurse participants are supported with online learning, professional development sessions, mentor training, network opportunities, on-the-job learning and induction training.

ACCPA's Nurse Educators actively promoted our Nursing Programs and participated in meaningful opportunities across Australia to connect with the sector and showcase our nursing programs.

Between February 2022 and May 2023, there were four deliveries of our nursing programs, with a total intake of 333 nurses from around 100 aged care organisations across Australia.

Bronwyn Doyle, a Registered Nurse and ACCPA's National Lead for the Nursing Transition to Practice Program says, "The program offers an excellent opportunity to build capacity in the aged care workforce, and we encourage providers to participate."

"Facing the challenges of the workforce shortages and difficulties attracting staff to our facility, we were thrilled to learn about ACCPA's Nursing Aged Care Transition to Practice Programs and jumped on board in 2022. We successfully secured a RN from the program who is keen, eager, excited, motivated to learn and fitted in well to our team. This is a win-win situation for both parties, and we are confident to participate in this initiative again in 2023." – Annie Payne, General Services Manager, Riverview Rest Home



Sharnie Bennett, an Enrolled Nurse at AVEO in Queensland was very impressed with ACCPA's Aged Care Transition to Practice Program, saying she learned many important skills.

Sector Support and Development

The ACCPA Sector Support and Development (SSD) team is based in New South Wales and South Australia and is part of an Australian Government program designed to offer support to Commonwealth Home Support Programme Providers (CHSP) as they work through the reform agenda, to help them successfully transition to the new Support at Home (SaH) program beginning July 2025.

In 2022-23, the SSD team ran webinars, workshops and training sessions, developed resources and provided one-to-one support. Key deliverables were:

- CHSP online conference with 200+ participants
- webinars on transitioning to the new SaH program with a total of 1,000+ CHSP providers
- 12 mental health webinars with a total of 180 participants from 59 service providers
- a video series featuring support worker roles in home and community care settings was produced to highlight the relationship between the support worker and the older person.

Resources and videos produced specifically for CHSP providers by the SSD team are available on the Workforce Hub.

Delivering Industry Events

ACCPA National Conference

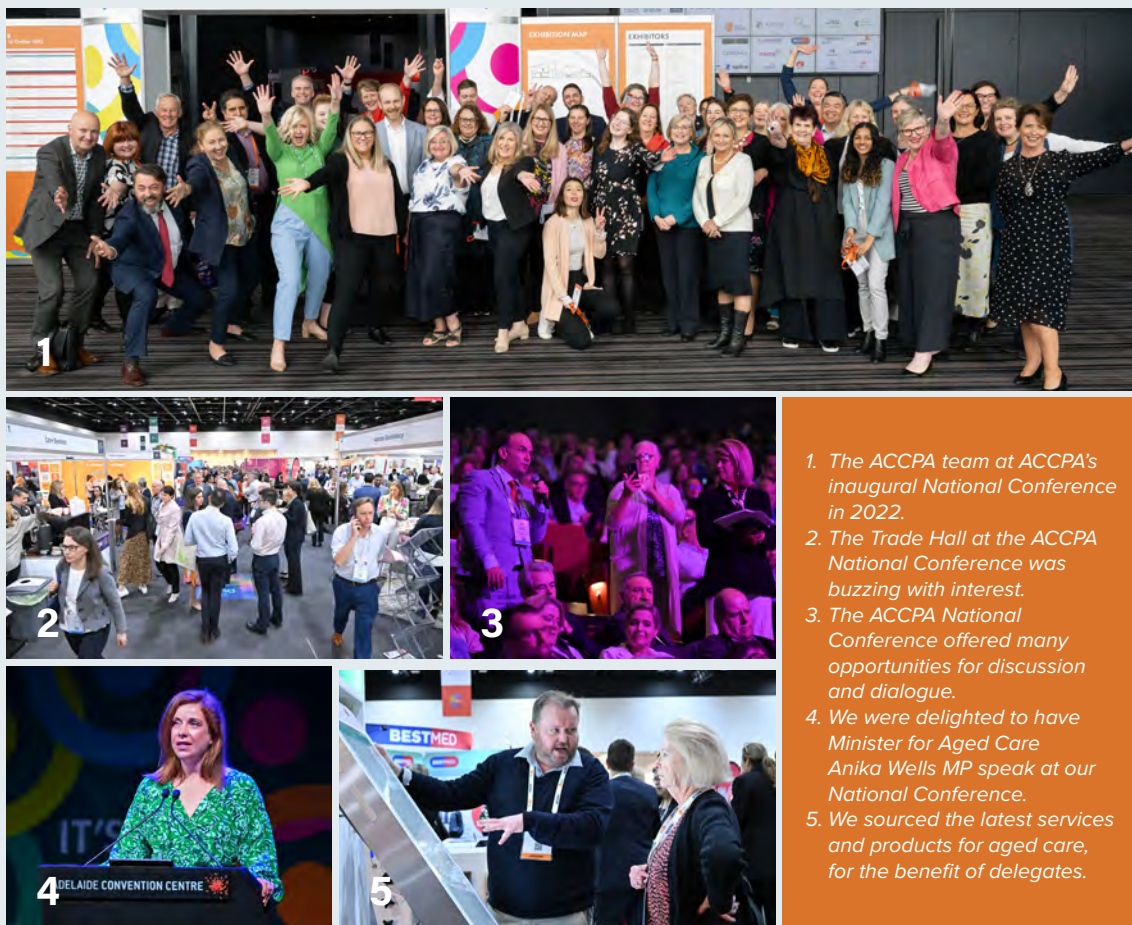
ACCPA's inaugural National Conference, held at the Adelaide Convention Centre 12-14 October 2022 drew an impressive attendance of almost 1,800 delegates. The event was characterised by an undeniable sense of excitement and anticipation, marking a long-awaited opportunity for attendees to reconnect with colleagues after the disruptions caused by the COVID-19 pandemic.

The conference unfolded as a whirlwind of activity and knowledge-sharing, offering an extensive program that featured over 80 plenary sessions, engaging breakfast discussions and innovative fishbowl sessions. The Trade Hall, abuzz with approximately 160 exhibitors, served as a vibrant hub for networking and exploring the latest developments in aged care.

Delegates were privileged to listen to distinguished figures in the political arena, including Aged Care Minister Anika Wells, Opposition health spokeswoman Senator Anne Ruston, and Greens aged care spokeswoman Senator Janet Rice. Additionally, the conference's comprehensive agenda included three sessions led by senior Department of Health and Aged Care officials, providing valuable insights into the reforms in home and community care, as well as residential aged care.

A pivotal moment on the conference's first day was the launch of the ACCPA Members' Charter, an historic occasion presided over by ACCPA CEO Tom Symondson and ACCPA Chairman Dr Graeme Blackman. This Charter reflects ACCPA's commitment to the highest standards of excellence and quality care, reinforcing our role as a leading advocate and facilitator of positive change within the aged care sector.

The ACCPA National Conference in 2022 undoubtedly set a new standard for collaboration, knowledge exchange, and progress in the pursuit of enhanced care for our aging population.



State Conferences and Symposiums

In 2022-23, ACCPA was pleased to deliver a series of events that brought together key stakeholders and professionals in the aged services industry. These events were designed to foster knowledge exchange, promote excellence in care, and address pertinent issues facing aged care providers across the nation.

Our state conferences in Queensland, New South Wales, Victoria and Western Australia, along with our symposiums in Tasmania and South Australia, provided a platform for industry leaders to delve into critical topics and share their insights.

The overarching theme for the state conferences in 2022-23 was 'Driving Quality Care'. This theme underscored our commitment to supporting aged care providers in their quest to not only survive but thrive in an ever-evolving landscape. The presentations and discussions held during these conferences were tailored to equip attendees with the knowledge and tools necessary to maintain competitiveness and financial sustainability while upholding the highest standards of care for our ageing population.

The impact of these conferences was substantial, as evidenced by the impressive participation of 1,837 individuals representing a diverse range of aged care providers and stakeholders. This collective desire to pursue excellence highlights the dedication of our industry in ensuring that older people receive the quality care they deserve.

ACCPA's Symposiums, which were strategically focused on addressing locally relevant issues, drew the engagement of 200 participants. Delivered specifically for aged care board directors, executives and managers, these events served as valuable platforms for more intimate discussions and a deep dive into specific challenges faced by aged care providers in various regions.

ACCPA remains committed to facilitating these vital conversations and driving progress in the aged services industry.



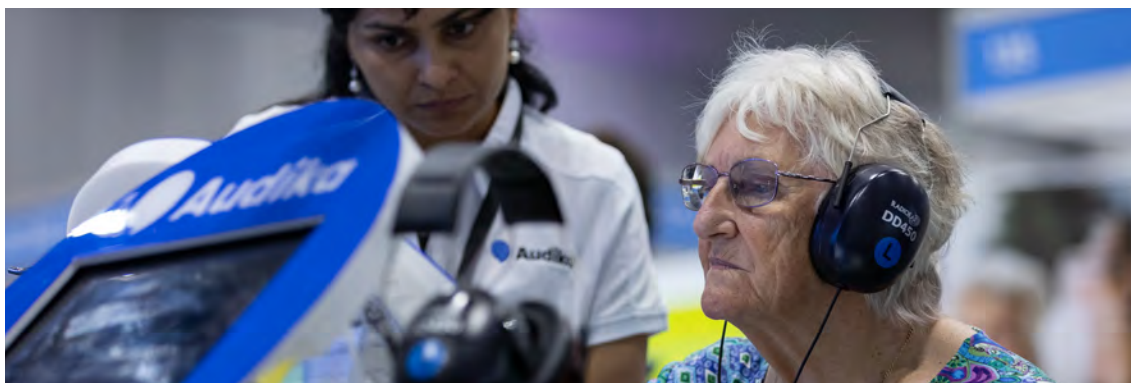
1. A panel discussion 'Talking Sustainability of the Aged Care Sector' at the ACCPA Victoria State Conference 13-15 June 2023. L-R: Managing Director Ansell Strategic Cam Ansell, Managing Director and CEO Respect Aged Care Jason Binder, Senior Lecturer UTS Dr Nicole Sutton, CEO Care Connect Paul Ostrowski, CEO Blue Cross Ingrid Harvey and CEO Benetas Sandra Hills OAM.
2. There were more than 500 delegates at the ACCPA NSW State Conference 29-31 May 2023.
3. The ACCPA SA Symposium on 24 May 2023 was designed specifically to target local issues.
4. The ACCPA Tasmanian Symposium on 17 May 2023 was an important event for aged care providers.

Care & Ageing Well Expos

After a hiatus due to COVID-19 restrictions, we held the 5th Care & Ageing Well Expo at the Perth Convention Centre on 31 July 2022, which gave our members, partners and other stakeholders the chance to showcase their facilities, services and products directly to consumers. This was the first large public event held under the ACCPA banner.

On the back of the success of the Perth-based event, ACCPA then held the first Care & Ageing Well Expo in Melbourne 11-12 February 2023. There were some great presentations for the audience including Jean Kitson, MyAgedCare, information on wills and estates, and cyber-security.

The two events combined saw a total of 5,022 participants, largely consumers eager to know more information about aged care services available to them.



The Care & Ageing Well Expo in Melbourne.

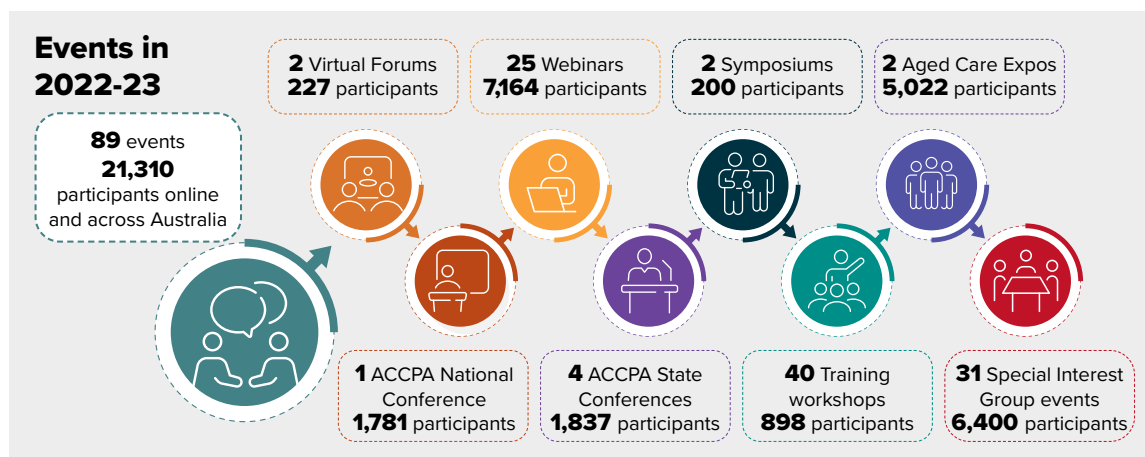
Virtual Forums, Webinars and Training Workshops

During 2022-23, we hosted 25 webinars for members, which were attended by a total of more than 7,000 participants. The most popular of these were the Preparing for CHSP 2023-2024 Grant Extension Changes, the Federal Budget 2023 and Preparing to Implement the Stage 2 Work Value Case Decision in Home Care Packages. Additionally, monthly webinars were scheduled to support the CHSP - Transitioning to the Home Support Program.

Continuing to deliver in the virtual space enabled members from across the country to participate in both the National Retirement Living and the Future Leaders virtual forums.

We delivered 40 training workshops to 898 participants online including AN-ACC, Restrictive Practices, Care Management, Home Care Expenditure and Governance. We also continued to deliver training to the Supported Residential Services (SRS) operators in conjunction with the Department of Families, Fairness and Housing.

Further support for members was delivered through the ACCPA Special Interest Groups, with 31 meetings scheduled and 6,400 participants throughout the year to discuss specific topics in greater detail, provide input for policy and advocacy activities, and encourage collaboration across the industry.



A Credible, Influential and Trusted Voice

During 2022-23, ACCPA took deliberate and strategic steps to optimise the depth and breadth of our membership base, and build on our reputation as a credible, influential and trusted voice in the aged care sector. This included growing policy and advocacy capability to drive strategic engagement with government.

The Policy and Advocacy portfolio was restructured across three functions: Government Relations, Policy and Media and Public Relations – establishing new positions including a Federal Government Relations Manager based in Canberra and expanding the Media and Public Relations team.

ACCPA refined its approach to policy and advocacy during 2022-23, to:

- be nuanced and deliberate, focused on long-term outcomes in addition to acute issues
- position ACCPA and its members as an asset, creating social and political capital
- increase coordination and avoid fragmentation of messaging – ‘many voices, one message’.

ACCPA’s progression in this strategic priority during 2022-23 was epitomised with the work of the Financial Sustainability Summit, generating a national conversation on financial sustainability in aged care. This was a timely and critical contribution to the government’s funding discussions and policies for a sustainable sector into the future.

Proactive and Responsive Advocacy

ACCPA’s approach to advocacy during 2023-23 focused on influencing government policy in a meaningful way, generating an extensive range of political engagement opportunities and resulting in 195 meetings with politicians and advisors.

Discussions were held on a range of topical issues, such as financial sustainability, the Federal Budget 2023-24, 24/7 Registered Nurses on-site, care minutes, wage-related funding and implementation issues, workforce, migration, the Independent Review of the Aged Care Quality and Safety Commission, and the passage of legislation for the Inspector-General of Aged Care, among others.

Following our extensive advocacy, these Government decisions during 2022-23 were key wins that will positively impact our members:

- funding the 15 per cent pay increase on award rates, for more than 250,000 aged care workers from 1 July 2023, improving the sustainability of the sector workforce
- deferral of the Support at Home program to July 2025 allowing more time to work on the co-design of the program and prepare the sector for significant change
- increased indexation to 5.7 per cent, representing a significant improvement on the past (but recognising there is more still to do to ensure a financially viable sector)
- the establishment of an Aged Care Taskforce, chaired by the Minister for Aged Care, which included the appointment of ACCPA CEO Tom Symondson
- supporting a national conversation on the future financial sustainability of the aged care sector, including the role of consumer contributions
- a six-month delay to reducing student visa holder working hours, maintaining our access to student workers.



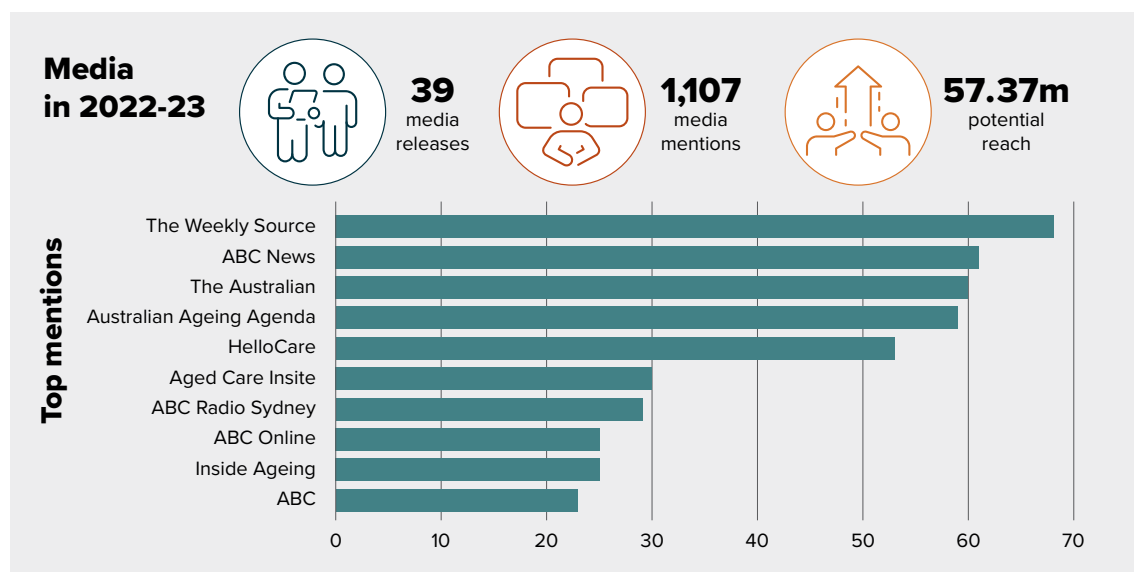
Minister for Aged Care Anika Wells MP and ACCPA CEO Tom Symondson on his appointment to the Aged Care Taskforce, National Press Club of Australia lunch, 7 June 2023.

Strategic, Purposeful Media and Public Relations

Throughout 2022-23, ACCPA's media and submission messaging focused on communicating the impacts for the older person and taking back the narrative about the provider sector.

ACCPA was strategic and selective in media engagement. With 39 media releases, 1,107 media mentions and a potential reach of over 57 million people, ACCPA was a strong voice for the sector and is well-positioned to build on this work in 2023-24.

CEO Tom Symondson was interviewed or quoted by key media networks, primarily ABC news across television, radio and online, as well as trade media.





ACCPA CEO Tom Symondson on ABC News Breakfast 8 June 2023.

Informing and Influencing Policy Design

Our policy approach included gathering insights from members to inform a range of activities and outputs at key stages such as design, public consultation, government decision and implementation.

During 2022-23, ACCPA purposefully increased engagement with politicians and government departments, providing solutions to the challenges faced by the sector - aimed at improving outcomes for both members and the people they serve.

In addition to proactive engagement, we participated in numerous advisory groups and consultation opportunities of the Department of Health and Aged Care, Aged Care Quality and Safety Commission, Independent Health and Aged Care Pricing Authority and Office of the Interim Inspector-General of Aged Care (among other government bodies) to inform policy design.

ACCPA policy work also included 27 submissions informed by member insights and proposed solutions.

A highlight during 2022-23, was ACCPA's well-received Federal Budget 2023 analysis and webinar on 11 May 2023 to share our assessment of the Australian Government's \$12.4 billion of new funding to aged care, which was attended by more 500 members.

"Please pass on my appreciation and praise for the ACCPA budget response – what an excellent document and to have that released before I even started work today is incredible. Well done to the team that wrote it – I have sent it to my CFO who also praised it to the heavens. Thank you so much." – ACCPA Member, NSW



ACCPA Government Submissions 2022-23

- Home care fees and choice: Analysis of data on fees and market share, 2 August 2022
- Delivering a Skilled Workforce for WA, 4 August 2022
- Productivity Commission Carer Leave, 24 August 2022
- Pharmacists in RACFs Program, 5 September 2022
- Exposure Draft – Quality of Care Amendment (Restrictive Practices) Principles 2022, 22 September 2022
- Code of Conduct for Aged Care Draft Legislation, 18 October 2022
- Towards an Aged Care Pricing Framework Consultation Paper, 19 October 2022
- Serious Incident Response Scheme: Feedback on the exposure draft and explanatory statement of the Aged Care Legislation Amendment (Incident Management and Reporting) Instrument 2022, 10 November 2022
- Governance and Reporting for Approved Providers – Draft Legislation, 15 November 2022
- Revised Aged Care Quality Standards, 2 December 2022
- In Home Aged Care Discussion Paper – Support At Home Alliance Response, 3 December 2022
- In Home Aged Care Discussion Paper – ACCPA Response, 8 December 2022
- Independent Capability Review of the Aged Care Quality and Safety Capability Review, 16 December 2022
- National Dementia Action Plan, 24 January 2023
- Optimising PALM scheme delivery in Australia, 25 January 2023
- Exposure Draft of the Inspector-General of Aged Care Bill 2022, 9 February 2023
- Federal Government Pre-Budget Submission 2023-24, 20 February 2023
- Proposed Changes to the Healthcare Identifiers Framework, 28 February 2023
- Submission to Senate Committee Inquiry – Inspector-General of Aged Care, March 2023
- General Practice Data and Electronic Clinical Decision Support, 13 March 2023
- Productivity Commission paper – extended unpaid carer leave, 23 March 2023
- Aged Care Legislation Amendment (Registered Nurses) Principles 2023 exposure draft, 26 March 2023
- Independent Health and Aged Care Pricing Authority (IHACPA) Draft Work Program and Corporate Plan 2023-24, 30 April 2023
- Draft psychotropic medicines in cognitive disability or impairment clinical standard, 15 May 2023
- Accreditation Standards for Aged Care and Medication Management Review (MMR) Pharmacist Training Programs, 15 May 2023
- Pacific Australia Labour Mobility (PALM) scheme Approved Employer Deed and Guidelines, 17 May 2023
- A new model for regulating aged care: Consultation Paper 2, 23 June 2023

Member Engagement

To inform our policy and advocacy, provide industry intelligence and deliver advice to ACCPA on specific topics, the Policy and Advocacy team operated 13 forums and special interest groups, which met frequently throughout the year.

Several hundred staff from ACCPA's members are registered participants and actively contribute to our work.

The Policy and Advocacy team also delivered informative updates to ACCPA's key member forums throughout 2022-23 including National Member Council, National Residential Aged Care Forum, National Home and Community Care Forum.

ACCPA Member Forums and Special Interest Groups

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| <ul style="list-style-type: none">■ Residential care funding and program design■ Home and community care funding and program design■ Chief Finance Officers■ Regulatory design and implementation■ Health interface■ Quality measurement, data and technology | <ul style="list-style-type: none">■ Workforce relations■ Dementia care■ Personal and clinical care■ First Nations■ Diversity■ Disability interface■ Regional, Rural and Remote Forum |
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Stakeholder Engagement

To generate a collective understanding and awareness of the many and varied perspectives across the aged care sector, we progressed a range of stakeholder relationships with First Nations, faith-based provider peak bodies, unions, consumer and advocacy groups, and we also participated in collaborative projects, such as our joint aged care statement with LGBTIQ+ Health Australia. Policy and Advocacy also supported such engagement as part of ACCPA's Consumer Advisory Committee.

ACCPA continued our strong relationships with business partners to optimise the benefits of sharing respective expertise and knowledge of member experiences particularly in the areas of legal, funding and finance and the care economy.

We also participated in many reference groups for university research projects, contributing a provider perspective across topics such as quality and safe medication management, palliative care and alternative clinical models of care.

ACCPA Financial Sustainability Summit

The imperative that Australia must urgently modernise its aged care funding model was the basis for the ACCPA Financial Sustainability Summit on 1 June 2023.

The Royal Commission into Aged Care Quality and Safety confirmed what has been known to many within the industry for decades: a poorly funded aged care sector compromises service delivery and results in substandard care.

The long-term financial viability of the sector is at risk, with the majority of residential aged care homes operating at a loss, while the viability of home and community care providers also continues to trend down, highlighting the unsustainability of current aged care funding.

The key question is how we balance the fairness of asking older Australians with financial means to make a greater financial contribution to their own care, against the fairness of asking a shrinking percentage of working-age Australians to fund a growing aged care system through their taxes.

The Summit, held at Old Parliament House, was held to gather input from the industry and stakeholders, as part of ACCPA's contribution to this vital national conversation.

Forty-three organisations representing consumers, providers, unions, experts, government bodies and other interest groups came together in the spirit of cooperation to discuss long-term policy solutions that the Australian Government should consider.

The outcome from the Summit was an Issues Paper which identified 10 principles for the government's consideration in the design of a sustainable aged care system in Australia, which will inform ACCPA's work into 2023-24. The release of the Issues Paper generated 605 media mentions reaching several million people.

The Summit was supported through collaboration with Anglicare Australia, Baptist Care Australia and UnitingCare Australia.

Communicating Vital Messages

1 July 2022 was a momentous day – the day we launched the new ACCPA brand, website, member communications and materials. They were created in just eight weeks – a credit to the communications team – following the member vote of predecessor organisations (LASA and ACSA) to establish ACCPA as the new national body for providers of retirement living, seniors housing, residential care, and home and community care for older Australians.

Through the year, we revised and developed each of our communication elements, responding to member feedback, product and service development, and of course to support members through the current sector reforms and the issues of workforce, sustainability and compliance.

We continue to refine our communications to provide the information members need, when they need it.

Our CEO Insights and our podcast broadcast were established as a means of conveying the most important advocacy and strategic operational information in different formats on a periodic basis, to suit individual needs.

Member feedback to ACCPA communications has been very positive and we are very happy to offer many avenues for engagement, enabling us to provide a strong and authoritative voice to government with our advocacy, and to maintain positive, evidence-based responses to the latest issues through our media and work with other stakeholders.

Moreover, engaging members in initiatives such as Aged Care Employee Day, enables us to share the good news stories and lift the image of aged care with the general public and stakeholders alike.

ACCPA has also run campaigns to attract more people to work in the sector, to promote events and services which upskill the workforce, and to provide members with access to direct support services.

Now that these strong foundations are in place, we look forward to a year ahead where we can further increase our media footprint, policy influence, member engagement, and together we can lift the public image of care for older Australians. We are working on a number of projects to recognise excellence in the sector, drive and showcase innovation, and provide new materials and support to help members navigate sector reform.

Email Communications

Throughout 2022-23, the Communications and Marketing team developed and refined several communications channels, for the benefit of members:

- ACCPA Informer for keeping members up-to-date about important information and news
- Member Alert for timely information about immediate issues
- Media Bulletin delivered every weekday to member CEOs
- What's On dedicated to ACCPA events
- Workplace Relations emails
- Health and Quality News to deliver updates in relation to COVID-19
- CEO Insights gave the ACCPA CEO an opportunity to connect with members.

Member Communications in 2022-23



Website

ACCPA developed a new website (www.accpa.asn.au) with a focus on the user experience and providing relevant, useful and accessible information for aged care providers.

The website includes a Workforce Hub, where we offer targeted information to aged care providers seeking to build their workforce, as well as job seekers interested in a career in the industry.

Our website also hosts a Partner Directory, where providers can source suppliers of goods and services that have a relationship with ACCPA, often at discounted rates.

During 2022-23, we recorded 75,000 users of the website and 279,000 views of individual pages.



Aged Care Today

In September 2022 we launched *Aged Care Today* – the magazine of ACCPA and a new title for the aged services industry.

With regular columns from the federal Aged Care Ministers Mark Butler and Anika Wells, and the Aged Care Quality & Safety Commissioner Janet Anderson, as well as the ACCPA Chairman and CEO, and articles from key stakeholders, thought leaders, members and partners, our magazine showcases innovations, new ideas and best-practice approaches to aged care.

A quarterly publication, there were four issues of *Aged Care Today* published online and in print, in September and December 2022, and March and June 2023.

Aged Care Employee Day

Aged Care Employee Day is a key event, held on 7 August every year, to honour and celebrate the important role played by aged care workers across Australia.

Formerly hosted by Leading Age Services Australia and now hosted by ACCPA from 2022, the day gives an opportunity to providers, recipients of care, and the wider community, to say 'thanks for caring'.

In 2022, thousands of aged care staff received thanks from care recipients and employers, in what was another challenging year in the sector.

As part of the day, ACCPA coordinated messages of thanks from key leaders, including Prime Minister Anthony Albanese, who issued a video message on Twitter. The Prime Minister said, "To all our aged care workers out there, thank you. You do incredible work, you deserve more than just thanks."

Minister for Aged Care Anika Wells also posted a thank you message to aged care staff.

ACCPA received 40 member videos, many of them with heartfelt messages from residents and clients, as well as family members. These were shared on ACCPA's YouTube account (www.youtube.com/@ACCPAAustralia)







We are stronger together.

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