

# Practitioners' Network Information Update April 2017

## Meetings 2017

### Practitioners Network Meetings

- Thursday 4 May 2017
- Monday 17 July 2017
- Thursday 14 September 2017
- Monday 20 November 2017

**9.30-11.30am**, Horticultural Centre, 82 Jolimont Road, Forest Hill

For Information contact Sharon Porteous:  
[Sharon.porteous@iepcp.org.au](mailto:Sharon.porteous@iepcp.org.au)

For up to date news about the Network, including all meeting dates, please go to our website:

<http://iepcp.org.au/key-project/practitioners-network/>

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## Active Ageing

### New resource to support seniors in the kitchen

(By [Staff Writers](#) on March 9, 2017 in [Community Care Review, Education & Training](#))

Beehive Industries is a Sydney-based not-for-profit organisation that has run activity based programs to prevent social isolation among seniors and those with disabilities for almost 45 years. They have recently published a new e-Cookbook to assist older people to prepare meals on a budget.

The cooking program is taught by Beehive Ambassador and Masterchef star Kumar Pereira, and aims to give disadvantaged older Australians the skills and confidence to cook simple and healthy one pot meals.

All recipes and videos of the cooking demonstrations are available on the [Beehive website](#).

Download the e-Cookbook [here](#).

### Retired Australian's use of Information Technology: A Preliminary Study

(The International Technology Management Review, Vol. 4 (2014), No. 1, 58-67)

High speed internet and the new generation of internet-based services has the potential to provide better health outcomes, increased social connectedness, enhanced functional capability and caregiver support for those most likely to need these services.

A survey of technology use by residents of a retirement home on the Mid North Coast of NSW, showed a low uptake of technology and low engagement with online activities. An understanding of perceptions of technology usefulness, together with actual usage is necessary to assist in informing public policy and ensure that information, resources and programs aimed at increasing levels of internet uptake and use by older Australians is targeted, appropriate and effective.

Due to the growth in the number of Australians aged over 60 years and the rapid increase in the use and availability of technology, this study aimed to examine the perceptions and attitudes of this group of Australians to technology use.

The full study can be viewed [here](#).

### Move for Life Program

The Move for Life program aims to improve mobility, strength, balance, coordination and flexibility for seniors in a fun, social and welcoming environment. A number of classes are being run by accredited instructors across Australia.

More information can be found on their [website](#).

### Premier's Active April

As part of the Victorian Government's ongoing commitment to get people active and healthy, Premier's Active April encourages all Victorians to challenge themselves by undertaking just 30 minutes of physical activity a day. All Victorians are invited to sign up and get active – regardless of age, gender, or fitness levels.

It can be as simple as getting out in the garden, going for a walk, or taking the stairs. Regular physical activity reduces the risk of chronic diseases such as heart disease, type 2 diabetes, and osteoporosis. Low impact exercises like yoga, walking or water-based activities can also reduce the symptoms of joint pain while allowing a person to keep fit.

It's free to register for Premier's Active April. Participants receive a range of offers including 10 free passes to a participating YMCA or local government facility as well as other great offers.

To register visit:

<http://www.activeapril.vic.gov.au/>

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## Older Australians are using social media and technology to feel more connected

Whiddon's Social Isolation and Loneliness Report reveals that 2.7 million Australians aged over 65 years use the internet daily. This embrace of new technology is helping older people stay connected with their loved ones and community; daily internet users are significantly less likely to feel lonely than those who log on less often. Not knowing enough people, or anyone, in their neighbourhood is revealed as the most common reason for older people feeling isolated, followed by lack of: transport, mobility or assistance to get out and about. Online activity can help overcome these barriers to being socially connected.

Click [here](#) to read the full report.

## Aged Care Reforms

### 'Victorian Primary Care Partnerships: Navigating health and social service reform' document released

Change has been constant for health and social service organisations for many years as governments shift policies and outsource service delivery. Health and social services are required to be more responsive to their service users, communities and funding bodies. At the same time funding has remained tight and demand for services from people with a range of complex needs continues to grow.

Developed by Loddon Mallee PCP in conjunction with VCOS Policy Advisor Dev Mukherjee with funding provided by the Loddon Mallee PCPs and the Victorian PCPs, this document aims to assist their partner organisations to better understand the complex and changing operating environment. The full version of the document can be downloaded [here](#).

## National review of wellness and reablement in home care

The department of Health has recently engaged Nous Group to undertake a national review of wellness and reablement approaches within the home care sector.

The review will help to better understand existing programs and pathways and barriers to implementing wellness and reablement approaches, and help to develop strategies for embedding wellness and reablement approaches in the home care sector now and in the future.

Your participation will make sure existing best practice programs and key issues affecting the implementation of these approaches are taken into account.

Further information is available on the [Wellness and Reablement Review website](#).

## Aged Care and older people

### Give feedback on the CALD and LGBTI Ageing and Aged Care Strategies

The department invites you to share your thoughts and feedback on the National Ageing and Aged Care Strategies for:

- people from culturally and linguistically diverse (CALD) backgrounds
- lesbian, gay, bisexual, transgender and intersex (LGBTI) people.

The department is currently reviewing progress against the Strategies. As well as highlighting achievements, we need to identify any gaps where more needs to be done. Your feedback will contribute towards the review and inform the development of a new Aged Care Diversity Framework.

The survey will take around 10 minutes to complete, with the option to provide more

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detailed responses available through the links below.

Surveys close at **5.00 pm on 28 April 2017**.

Submissions close at **5.00 pm on 12 May 2017**.

## CALD Ageing and Aged Care Strategy

- Complete the [CALD Strategy Review survey](#)
- Provide a [detailed submission to the CALD Strategy Review](#)
- Read the [National Ageing and Aged Care Strategy for people from Culturally and Linguistically Diverse \(CALD\) Backgrounds](#)

## LGBTI Ageing and Aged Care Strategy

- Complete the [LGBTI Strategy Review survey](#)
- Provide a [detailed submission to the LGBTI Strategy Review](#)
- Read the [National Lesbian, Gay, Bisexual, Transgender and Intersex \(LGBTI\) Ageing and Aged Care Strategy](#)

Please email [ageing.and.diversity@health.gov.au](mailto:ageing.and.diversity@health.gov.au) if you have any questions.

## The Ageing Innovation Challenge for Victorian Aged Care Organisations

Equity Trustees wants to fund great ideas that will build the capability of Victorian aged care organisations to implement innovative, sustainable changes, and is providing a granting pool of \$150,000 to make it happen.

Equity Trustees' Ageing Innovation Challenge will focus on supporting innovative care initiatives aimed at improving the lives of disadvantaged older Australians and developing the innovation capacity of the aged care sector in Victoria. More information: [Equity Trustees' Ageing Innovation Challenge](#)

## New Resources from the Department of Health for Home Care Packages

The new resources include:

A booklet for older people, their families and carers "[Your Guide to Home Care Services](#)" in 17 languages.

New Videos for consumers:

- [An overview on Home Care Packages](#)
- [A consumer point of view](#)

My Aged Care Improved search function to find a provider: [Find a Service](#)

## 2017 Whitehorse Seniors Festival

Each year during the month of October, Whitehorse City Council hosts the Whitehorse Seniors Festival which includes a range of activities that celebrate the valuable contribution older people have made, and continue to make to the local community.

To participate by hosting an activity/event, please complete an Activity Registration Form by **Friday May 26, 2017**. All activities that meet the Whitehorse Seniors Festival objectives will be eligible to be included in 2017 Whitehorse Seniors Festival promotional booklet and Council's website.

For more information, or to complete a registration form contact:

Kim Rosenfeld – 9262 7530  
[Kim.Rosenfeld@whitehorse.vic.gov.au](mailto:Kim.Rosenfeld@whitehorse.vic.gov.au)

## April Falls Day

Falls are the cause of more hospital admissions and injury statistics than any other safety issue. But falls draw less media attention than most other safety issues. Public awareness about the risk and frequency of falls, and the extent of injury and impairment that can result is alarmingly low.

To draw attention to this important issue the Victorian Safe Communities Network (VSCN) is

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declaring April 3 as April Falls Day and encourage others to promote awareness in April.

For more information go to:  
<http://www.vscn.org.au/>

## Quick Reference Guide - Create service delivery outlets and add service information using the My Aged Care provider portal

This Quick Reference Guide has been designed to inform those who perform the role of 'Administrator' within the My Aged Care provider portal of the procedures for creating and maintaining information about service delivery outlets.

[Quick Reference Guide](#)

## Carers

### Help Shape Victoria's Future Support for Carers

Consultations have begun for the Andrews Labor Government's Carers Statement which will outline how we can best support and recognise carers.

There are more than 773,000 Victorians who give their time, effort and love into caring for a family member or friend who needs them. Carers make a substantial contribution to our community, with the OECD putting the cost of replacing carers in Victoria at more than \$15 billion annually.

Carers Victoria will be hosting a number of consultations for carers and organisations that support carers to find out what works best in existing services and supports and what could be improved. Carers can also have their say by completing an online or paper survey.

Visit the Carers Victoria website at [www.carersvictoria.org.au](http://www.carersvictoria.org.au) to find out more, or click [here](#) to complete the survey.

## Cultural Diversity

### Well for Life Booklet

The Well for life booklet is for older people who want to follow a healthy approach to ageing in their everyday lives. The booklet has now been translated into Chinese, Greek, Italian and Vietnamese.

To view the booklet in another language click [here](#) and scroll to 'Information in languages other than English'

## Death and Dying

### Better Health Channel update - End of life and palliative care

The end of life and palliative care topics have been updated on the Better Health Channel at <https://www.betterhealth.vic.gov.au/palliative>

The revised pages include the following updated topics, consistent with *Victoria's end of life and palliative care framework*, published last year:

- **End of life and palliative care for all communities** - including information for Aboriginal and Torres Strait Islander communities, LGBTI and CALD communities, updated information about end of life care for children and young adults - access to these resources are provided in ten languages.
- **Support for families and carers** - updated information on providing care for someone at home and looking after yourself, if you are a carer.
- **Practical care to assist families and carers** - updated information on practical aspects of care that may assist people providing

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care for someone at home, including emotional and cultural issues.

- **Living with a life-limiting condition** - updated information for people seeking to improve their own quality of life when dealing with the issues of living with a life-limiting illness.
- **Planning and decisions about the end of life** - updated information for people and their families about planning for the end of life, including advance care planning.

New content will be added to these pages on Better Health Channel as it becomes available, consistent with providing a central point of information.

## Dementia

### Music – the new treatment helping dementia patients (Harrison Vesey on 8 March 2017 in [Blacktown Sun](#))

This ground-breaking treatment is part of [Blacktown Hospital's Music and Memory program](#), which was implemented last year. The hospital is one of 21 sites in the Music 4 Health pilot program, run by the NSW Agency for Clinical Innovation and the Arts Health Institute.

Blacktown Hospital clinical nurse consultant Katie Conciatore said "Music therapy is effective because the temporal lobe in the brain is responsible for hearing and memory formation; that's why music is useful for recalling memories and emotions, it's another way of providing a non-pharmaceutical approach to reducing the anxiety often associated with dementia."

### 'Preventing Dementia' Online Course

Preventing Dementia is a Massive Open Online Course (MOOC), offering university-quality

education about the latest research in dementia risk and protective factors. The free 5-week course provides an opportunity to engage with the perspectives of a global community, without requiring exams or assignments.

The latest research has indicated there are modifiable risk factors which may decrease your susceptibility to dementia.

**Course Dates:** 24<sup>th</sup> April to 9<sup>th</sup> June

Further information can be found [here](#).

### Report on Economic Cost of Dementia

In the absence of a significant medical breakthrough, more than 6.4 million Australians will be diagnosed with dementia in the next 40 years, at a cost of more than \$1 trillion. We cannot ignore the significant impact of this disease on the people who are living with dementia, their carers and families, the Health and Aged Care systems and the Australian economy as a whole.

*The Economic Cost of Dementia in Australia 2016-2056*, commissioned by Alzheimer's Australia and developed by NATSEM, provides a comprehensive overview of dementia in Australia to inform future dementia policy, treatment, care and research.

The full report can be accessed [here](#).

## Diabetes

### Curbing 'middle-aged spread' important to prevent diabetes

Implementing a public-health strategy that focuses on the importance of maintaining a healthy weight during middle age would have twice the impact on lowering the incidence of type 2 diabetes compared to a strategy that focused solely on weight loss for obese individuals, according to researchers.

A population-based study on 33,184 participants was carried out to measure the impact of weight

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maintenance and loss on diabetes risk and burden.

Findings can be viewed in the [full article](#).

## Disability/NDIS

### Productivity Commission review into NDIS costs (VHA Weekly Update | 16 March 2017)

The Productivity Commission has released an [‘Issues Paper’](#) reviewing NDIS costs. The review will focus on the NDIS costs and sustainability in order to inform the final design of the full scheme. The Terms of Reference state that the Commission should address:

- Sustainability of scheme costs
- Jurisdictional capacity
- Cost pressures (including wages)
- Changes in the agreed escalation parameters
- Efficiencies within the scheme
- Impact on mainstream services
- Appropriate levers to manage any potential cost overruns

Click [here](#) for the Terms of Reference or for more information contact Carolina Maistry [carolina.maistry@vha.org.au](mailto:carolina.maistry@vha.org.au).

### Right to access the justice system (DSC E NEWS 30 March 2017)

The Disability Services Commissioner (DSC) has been working with Victoria Police to promote the fact that everybody has the right to access the justice system.

This means that if someone with a disability has experienced abuse or another criminal act, they have the right to have the issue reported to Victoria Police, and to have a person support them to make a report. [Read the full article](#).

## Elder Abuse

### Age Discrimination Commissioner leveraging local expertise for national Elder Abuse inquiry (Eastern Community Legal Centre e-News: March 2017)

Age Discrimination Commissioner The Hon Dr Kay Patterson AO has engaged in consultation with the Eastern Elder Abuse Network (EEAN) to leverage local expertise into a stronger national approach to elder abuse.

The Commissioner met with the EEAN in Box Hill on February 7 to develop further responses to the [Australian Law Reform Commission’s Elder Abuse Inquiry](#), which recently released its first [Discussion Paper](#). The EEAN, convened by ECLC, brings together over 100 workers from 50 organisations across the Eastern Metropolitan Region, including police, aged care workers, legal professionals and community representatives.

Collectively, the EEAN have identified key areas of concern, including problems with current Enduring Powers of Attorney arrangements, social security for older people and the lack of standardised reporting protocols for people who work with vulnerable older Australians. The Final Report is expected in May 2017.

### Elder abuse prevention online professional education training

The Victorian Government is acting to overcome elder abuse by working with service providers, professionals and the community through the Elder Abuse Prevention and Response Initiative. This online training is based on the Victorian Government Practice Guide, With respect to age 2009.

The course will take 1.5 to 2 hours to complete and is free of charge. Participants are required to register for the course and will be issued with a certificate upon successful completion of the course and assessment. This course is targeted at anyone working with older people. The course

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inner east  
pcip primary care  
partnership

portal can be accessed here:

<http://elderabuseprevention.e3learning.com.au>

For more information, contact

[Wei.Choong@health.vic.gov.au](mailto:Wei.Choong@health.vic.gov.au) or

[Hannah.L.Jones@health.vic.gov.au](mailto:Hannah.L.Jones@health.vic.gov.au)

## Health

### Real-time prescription monitoring

In 2015, 330 Victorians lost their lives due to pharmaceutical drug overdoses. This was higher than the road toll (252).

The Victorian Government is taking action to reduce the number of Victorians dying from prescription medicine overdose.

The Government has announced in the 2016-17 State Budget a commitment to implement real-time prescription monitoring in Victoria. This initiative will involve the roll out of a software system to over 1,900 medical clinics, 1,300 pharmacies and 200 hospitals throughout Victoria, as well as training and support packages for doctors and pharmacists.

Further information and updates about the real-time prescription monitoring initiative can be found [here](#).

### Victorian Supercare Pharmacies

General practitioners will be directing care in collaboration with trained pharmacists to help Victorians manage their chronic disease and medication more effectively. Based on a personalised care plan developed with general practitioners, chronic disease sufferers will have their condition closely monitored by their pharmacist, who will regularly consult with their general practitioner about progress and care.

The Victorian government has opened tenders for 15 more 24-hour pharmacies as part of the

Supercare pilot project. The Supercare Pharmacy initiative will run until June 2020. More than 30,000 people visited one of the first 5 Supercare pharmacies from June 2016 to the end of January 2017 and this led to a drop in emergency department visits.

The initiative has been rolled out in Yarraville, Craigeburn, Ballarat, Ascot Vale and Wantirna South. It combines a 24-hour a day seven days a week pharmacy service and an evening nursing service between 6pm and 10pm.

<https://www2.health.vic.gov.au/primary-and-community-health/primary-care/pharmacy>

### COPD Campaign to raise awareness

(By staff writers on March 9, 2017 in [Community Care Review, Education & Training](#))

NPS MedicineWise has launched an education campaign for health professionals and consumers on chronic obstructive pulmonary disease which affects more than 1 in 20 Australians over 55. As part of the education program, health professionals will receive an update on diagnostic issues and optimal use of medicines for COPD to help people manage their symptoms and maintain a good quality of life. NPS MedicineWise medical adviser Dr Andrew Boyden said correct use of inhalers is a key focus of the education and awareness campaign.

Health professionals can access learning activities and resources on the disease from the [NPS MedicineWise website](#).

### Eastern Melbourne PHN Calls for Mobile Influenza Immunisation Services in Monash and Whittlesea

Eastern Melbourne PHN (EMPHN) is seeking Requests for Tender (RFT) to deliver mobile influenza immunisation services to vulnerable and hard to reach groups in the Local Government Areas (LGAs) of Monash and Whittlesea.

Registration is free and can be accessed at: <https://www.tendersearch.com.au/emphn/>



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## LGBTI

### 'Out & About' Volunteer Program

Out & About is a volunteer based visiting program for older people who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI). It is a free program run by Switchboard and funded by the Commonwealth Department of Health.

Volunteers make regular visits to people on Home Care Packages or living in government funded residential care. They aim to build community connections and reduce isolation by chatting over a cuppa, watching a movie, participating in a hobby, card game or any other enjoyable social activity.

Older LGBTI individuals may have limited supportive family networks, significant fear of discrimination whilst accessing aged care facilities, and be unable to access their community. Volunteers from the Out & About program can help to make older LGBTI feel more accepted, less isolated and safe in their environment.

If you would like a visitor, or for more information, please contact: 0466 218 921 or email [outandabout@switchboard.org.au](mailto:outandabout@switchboard.org.au)

<http://www.switchboard.org.au/out-about/>

### Connecting with LGBTI elders through dance

As part of the Victorian Seniors Festival in October 2016, more than 100 LGBTI Elders were brought together at an event coordinated by Alice's Garage and All the Queens Men. In a show of support, a range of Commissioners, regulators and advocates showed their organisations' LGBTI inclusiveness by putting their dance moves on show.

A movie about the event can be viewed [here](#).

The film will be used to raise awareness of the Tango Project which documents LGBTI elders' experiences of abuse and discrimination.

Further detail about the Tango Project can be found [here](#).

## Mental Health

### Call for Request for Tender (RFT) To Deliver Innovative Low Intensity Psychological Strategies

Eastern Melbourne PHN (EMPHN) is calling for Request for Tender (RFT) to deliver an evidence based psychological strategies program to people with or at risk of mild to moderate mental health disorders.

This program will require a mental health treatment plan for access with a focus on GPs at the center of care.

The Commonwealth Department of Health has funded EMPHN to undertake planning and commissioning of psychological strategies programs for people with, or at risk of, mild to moderate mental illness.

EMPHN aims to improve sector efficiency and support better patient management across the continuum of care and this tender forms a significant component of the emerging stepped model of care.

Registration is free and can be accessed at <https://www.tendersearch.com.au/emphn/>

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## Information about Services

### Sessions for seniors at the Clayton Community Centre Youth & Family Services

PRONIA (former Australian Greek Welfare Society) presents the following sessions for seniors at the Clayton Community Centre Youth & Family Services.

- *Wednesday 12 April 2017, 10.30 am – 12.30 pm – Services for Seniors – An overview of all available services (Cofacilitated with COTA)*
- *Wednesday 10 May 2017 10.30 am – 12.30 pm - Introduction to iPads (Cofacilitated with Monash Library services)*
- *Wednesday 14 June 2017, 10.30 am – 12.30 pm – Your Wellbeing, Your Plan – Aging Well (Cofacilitated with COTA)*

Limited places available, bookings are essential by contacting Pronia on 9388 9998 and RSVP. For further information on these sessions please contact Antonios Maglis, Community Education Officer. E: [AntoniosM@pronia.com.au](mailto:AntoniosM@pronia.com.au) or visit [www.pronia.com.au](http://www.pronia.com.au)

### Pathway for Carers Walk - Boroondara

The Pathways for Carers project offers carers of people with a disability or mental illness an opportunity to share walks together and to learn more about news, services and supports available to carers. We will be joined on the walk by representatives from local organisations. Stay after the walk for a coffee at the Recreation Centre Café!

Walks held every 4<sup>th</sup> Wednesday of the month at 9:30am at Ashburton Pool and Recreation Centre, 8 Warner Ave, Ashburton 3147

**Cost:** Free

**Contact:** Further information and FAQ can be found at [www.facebook.com/pathwaysforcarers](http://www.facebook.com/pathwaysforcarers) or phone lifeAssist on 9239 2500 and ask for Felicity Preston.

### BASS Care - April BUS TRIPS

**Event:** *Garden World Cafe – Active Trip*

**Info:** Explore this unique and inspiring horticultural experience in Braeside – covering 3 ½ hectares of plants and landscaping. Enjoy a delicious light snack or lunch at the spacious café.

**Date:** 4<sup>th</sup> April

**Cost:** \$15 plus lunch

*For bookings phone 9880 4709. Pick-up from home between 10am -11.30am unless otherwise stated.*

**Event:** *Healesville Beechworth Bakery – Active Trip*

**Info:** Enjoy the stunning autumn colours in the quaint country town of Healesville. Take a stroll through Queens Park before lunch at the renowned Beechworth Bakery. After lunch, wander through the specialty shops, craft outlets and galleries the town has to offer.

**Date:** April 11<sup>th</sup>

**Cost:** \$15 plus lunch

*For bookings phone 9880 4709. Pick-up from home between 10am -11.30am unless otherwise stated.*

**Event:** *Olinda Creek Hotel – Lilydale*

**Info:** Drive to the base of the Dandenong Ranges and enjoy a two course menu of classic pub food at this Lilydale favourite. After lunch, take some time to browse the shopping strip.

**Date:** April 18<sup>th</sup>

**Cost:** \$30

*For bookings phone 9880 4709. Pick-up from home between 10am -11.30am unless otherwise stated.*

# Events, Training, Forums & Conferences

Date/Time	Event	Information	Location	Contact/Registration
Tues 4 April 2017 RSVP By Friday, 31 March 2017	<b>Family Violence Forum (VHA)</b>	This forum will focus on the progress since the 2016 Royal commission into Family Violence identified the outstanding issues for the sector, and hear from victims of domestic violence, like former Geelong AFL champion Jimmy Bartel.	NAB The Village, 700 Bourke Street, Docklands	<b>Cost:</b> VHA Member Registration - \$ 250.00 Non Member Registration - \$ 380.00  For more information or to register click <a href="#">here</a> .  <b>Contact:</b> Stephanie Lim
6 <sup>th</sup> April 2017 9:00am to 4:00pm	<b>Carbohydrate counting workshop for dietitians and diabetes nurse educators 2017</b>	Dietitians and diabetes educators will learn practical skills to count carbohydrates in various foods to apply to their patient education. Practical exercises will include calculating carbohydrate in foods using a variety of techniques such as weighing real foods, food models and food labels.	Diabetes Victoria 51 Leicester Street, Carlton VIC 3053	<b>Cost:</b> member: \$120, non-member: \$150 <b>For enquiries please contact:</b> Doreen Paes on 03 9667 1728  For more information and to register, please <a href="#">click here</a> .
Enrolments close 5 April.  Dates: <ul style="list-style-type: none"><li>• 3 May 2017</li><li>• 10 May 2017</li><li>• 17 May 2017</li></ul> 9:30am - 4:30pm	<b>Consumer Leadership course</b>	The Consumer Leadership course runs over three-days and is for consumer representatives, consumer leaders and staff of health services.  The course provides the knowledge and skills to work collaboratively and in a range of settings to facilitate and promote consumer engagement with consumers and health service staff.	Level 8 at 255 Bourke Street Melbourne	<b>Cost:</b> \$1089 per student  This is a Centrelink approved provider for this course so Health Care Card holders are eligible for a 10% discount.  <a href="#">Book Here</a>  For more information contact: <a href="#">Souzi Markos</a>
April 19 <sup>th</sup> , 2017	<b>Making the most of complaints in aged care workshop</b>	The aim of this one day workshop is to equip staff with the knowledge and skills to develop and implement a robust, quality	Australian Aged Care Quality Agency Level 2, 818	<b>Cost:</b> Registration is \$280 per person or \$266 per person for five or more registrations  For more information or to register click <a href="#">here</a> .

Every attempt has been made to ensure the information in this update is correct at the time of publication. **Page 11 of 18**

Telephone: +61 (03) 8843 2305 Email: [info@iepcp.org.au](mailto:info@iepcp.org.au) 43 Carrington Rd, Box Hill VIC 3128 [www.iepcp.org.au](http://www.iepcp.org.au)

## Events, Training, Forums & Conferences

		<p>focused and locally orientated complaints management system.</p> <p><b>Who should attend?</b> Senior staff who have the capacity to lead and implement change in systems and processes.</p>	Whitehorse Road Box Hill, Victoria 3128	<b>Enquiries:</b> 1800 728 589 or email <a href="mailto:education@aacqa.gov.au">education@aacqa.gov.au</a>
April 21 <sup>st</sup> , 2017 9:30 AM to 4:00 PM	<b>Montessori and Purposeful Engagement</b>	<p>The aim of the workshop is to support people with dementia to engage in purposeful activity using a Montessori approach to engagement.</p> <p>This workshop introduces you to the key Montessori principles and how to create a supportive environment through putting them into practice.</p> <p><b>Suitable for:</b> Planned Activity and Lifestyle staff</p>	102 Riversdale Road Hawthorn Vic 3122	<p><b>Cost:</b> Member: \$235, Non-Member \$260</p> <p>To register: <a href="https://register.eventarc.com/37021/montessori-and-purposeful-engagement-21-apr-2017-ht">https://register.eventarc.com/37021/montessori-and-purposeful-engagement-21-apr-2017-ht</a></p>
April 24th, 2017 9:00 AM	<b>Preventing Dementia MOOC</b>	<p>Preventing Dementia is a free five-week Massive Open Online Course (MOOC) that reviews the latest research into factors that may modify the risk of dementia.</p> <p>The Preventing Dementia MOOC will be of interest to health professionals, aged care service providers, health policy professionals and anybody with an interest in brain health and/or dementia.</p>	5 week online course	<p><b>Cost:</b> Free</p> <p>To enrol: <a href="http://www.utas.edu.au/wicking/preventing-dementia">http://www.utas.edu.au/wicking/preventing-dementia</a></p> <p>General Enquiries: <a href="mailto:PD.MOOC@utas.edu.au">PD.MOOC@utas.edu.au</a></p>
27 April 2017	<b>Annual complaints reporting FORUM</b>	<p>Disability service providers in Victoria are still required to report to DSC every year about the number, types and outcomes of complaints received. DSC is running a free information session on new features of the</p>	Melbourne	<p><b>Find out more and register.</b> <a href="http://www.odsc.vic.gov.au/news-and-events/events/2017-annual-complaints-reporting-forum/">http://www.odsc.vic.gov.au/news-and-events/events/2017-annual-complaints-reporting-forum/</a></p>

## Events, Training, Forums & Conferences

		online Annual Complaints Reporting Tool (ACR Tool), the requirements of reporting for FY 2016-17, and how to use the ACR Tool to submit your report.		Free session
Enrolments close 26 April. Dates: <ul style="list-style-type: none"> <li>• 24 May</li> <li>• 25 May</li> <li>• 14 June</li> <li>• 15 June</li> </ul> 9:30am - 4:30pm	<b>Graduate Certificate in Consumer and Community Engagement</b>	The Graduate Certificate in Consumer and Community Engagement is a four-day course for health and community service staff who work in the area of consumer engagement.  The course will provide staff with the skills and knowledge to work collaboratively and strategically in consumer engagement services.	Level 8 at 255 Bourke Street Melbourne	<b>Cost:</b> \$2860 per student  <a href="#">Book Here</a>  For more information contact: <a href="#">Souzi Markos</a>
Thursday 27 April, 9am – 12.15pm	<b>Supporting Older People experiencing mental health issues</b>	This seminar is intended for experienced practitioners to provide information about services, referral options and resources for supporting older clients who have mental health issues. The seminar is presented by Eastern Health and the Eastern Melbourne PHN.	Forest Hill	Check IEPCP events page for event and registration details <a href="http://iepcp.org.au/events/">http://iepcp.org.au/events/</a>  No cost
Saturday 29 April 2017	<b>The Ageing in Australia Expo 2017</b>	The Expo provides an opportunity for people to find out about the range of support services available to them as they age, and ask questions of aged care services, government departments, peak organisations and ethnic community organisations relating to their care and wellbeing.	Melbourne Town Hall	Tickets are essential but entry is Free.  Details <a href="#">here</a> . For all event enquiries, please contact the <i>Centre for Cultural Diversity in Ageing</i> on 03 8823 7979 or <a href="mailto:info@culturaldiversity.com.au">info@culturaldiversity.com.au</a>

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2 May, 2017	<b>2017 Health Literacy Course</b>	<p>The 4-day Health Literacy Course delivered by The Centre for Culture, Ethnicity and Health (CEH) offers organisations the tools and knowledge to build their health literacy practice.</p> <p>Participants learn practical ways to improve health literacy at an organisational and practitioner level and undertake projects that solidify knowledge and benefit their organisations. Course participants are from a broad range of disciplines.</p>	CEH, 23 Lennox Street, Richmond 3121	<p>Cost: \$1,480</p> <p>Registrations Close: 14 April, 2017</p> <p><a href="#">More information</a></p>
Thursday 4 <sup>th</sup> May, 2017, 8.45am to 4.30pm	<b>Assessment, Care Planning &amp; CDC</b>	<p>At this one-day evidence-based workshop you will learn:</p> <ul style="list-style-type: none"> <li>&gt; Effective strategies in person-centred practice, health literacy and cultural safety to assist in working in a partnership with your clients</li> <li>&gt; The fundamentals and complexities of assessment, to ensure the client's needs are being met</li> <li>&gt; How to undertake goal directed care planning – setting goals and developing care plans in partnership with the client</li> </ul>	National Ageing Research Institute Building 9 Seminar Room Gate 4, 34-54 Poplar Road, Parkville, VIC	<p>Cost: \$410 (incl GST) per person (Ten percent discount for early bird registrations before 13th April 2017)</p> <p><a href="https://www.trybooking.com/book/event?eid=241789">https://www.trybooking.com/book/event?eid=241789</a></p> <p>Morning tea, lunch and afternoon tea and all workshop materials provided.</p>
10 <sup>th</sup> & 11 <sup>th</sup> May, 2017	<b>Dementia + Community Care Conference</b>	A forum for CEOs, Managers, Senior Clinicians, Health Care Professionals, Academics, Researchers & other interested professionals/staff working with people with dementia in Community Care settings.	Caulfield Racecourse, Melbourne	<p><b>Cost:</b> \$726 for Full Conference</p> <p>Click <a href="#">here</a> for more information or to register.</p>

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		The Conference focuses on both policy & practice issues and aims to deliver sessions which have genuine relevance to both organisations & staff.		
11 May, 2017 9.30 am to 12.30 pm	<b>Health Literacy for clinical and non-clinical staff</b>	<p>Health Issues Centre is offering a half-day workshop on health literacy for health and community services, condition-specific organisations, local government and clinical and non-clinical staff.</p> <p><b>Who is the workshop for:</b> team leaders, executive and middle managers, project managers, clinical and non-clinical staff.</p> <p><b>What is covered:</b> definitions of health literacy, the dimensions of a health literate organisation, cross-sector collaboration techniques, how to work with consumers as partners to address low level health literacy, how to monitor and evaluate your health literacy work.</p>	Health Issues Centre, Level 1 255 Bourke Street, Melbourne Australia 3000	<p><b>Fee:</b> \$200-350</p> <p>To register:  <a href="http://www.healthissuescentre.org.au/training-events/health-literacy-for-clinical-and-non-clinical-staff">http://www.healthissuescentre.org.au/training-events/health-literacy-for-clinical-and-non-clinical-staff</a></p>
Thursday 11th May 2017, 1.00pm - 5.00pm	<b>Falls and Cognitive Impairment Workshop</b>	<p>At this half day evidence-based workshop you will learn how cognitive impairment impacts on falls and falls risk:</p> <ul style="list-style-type: none"> <li>• the evidence on what works to prevent falls in people with cognitive impairment</li> <li>• how adherence impacts on the effectiveness of falls prevention interventions</li> <li>• how to apply the evidence in real settings</li> </ul>	National Ageing Research Institute Building 9 Seminar Room  Gate 4, 34-54 Poplar Road, Parkville, VIC	<p><b>Cost:</b> \$240 (incl GST)  <i>(10% discount for early bird registrations before 21st April, 2017)</i></p> <p><a href="https://www.trybooking.com/Booking/BookingEventSummary.aspx?eid=254583">https://www.trybooking.com/Booking/BookingEventSummary.aspx?eid=254583</a></p> <p>For further information:            Contact: Marcia Fearn, Education Coordinator.            Phone: (03) 8387 2305            Email:<a href="mailto:education@nari.unimelb.edu.au">education@nari.unimelb.edu.au</a></p>

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		<ul style="list-style-type: none"> <li>how others deal with the challenging combination of falls and cognitive impairment for older people, carers and healthcare providers.</li> </ul> <p><b>Presenters/Facilitators:</b> Dr Frances Batchelor (NARI) &amp; Ms Sue Williams (NARI)</p> <p><b>Who should attend:</b> Healthcare providers; Allied health, nursing, clinical and medical staff; Researchers and academics</p>		
<p>Thu 18th May, 2017: 11:00am - 4:00pm, Melbourne</p> <p>Tue 21st Nov, 2017: 11:00am - 4:00pm, Melbourne</p>	<b>Advocacy Sector Conversations Forum dates</b>	This forum series provides a space for advocates to gain practical information and share knowledge by participating in topical, interactive sessions. It's more imperative than ever to keep abreast with the ever changing disability services and supports landscape with the introduction of the NDIS and to understand the impact this will have on the practice of disability advocacy.	<b>Melbourne</b>	<a href="http://www.daru.org.au/event/advocacy-sector-conversations-forum-2">http://www.daru.org.au/event/advocacy-sector-conversations-forum-2</a>
<p>22<sup>nd</sup> May 12:30pm to 5:00pm</p>	<b>End-of-life care - the next steps</b>	The discussion about End-of-Life care is gaining momentum in Australia. In National Palliative Care Week, the Deeble Institute for Health Policy Research will bring together researchers, practitioners, policy-makers and consumers for a workshop that will build on the policy issues brief ' <a href="#">Improving end-of-life care in Australia</a> ', published by the Deeble Institute, and previous events convened in 2016 and 2017.	Rydges on Swanston, 701 Swanston Street, Melbourne	<p><b>Cost:</b> Member: \$180, Non-member: \$320</p> <p>For more information or to register:</p> <p><a href="http://ahha.asn.au/events/end-life-care-next-steps">http://ahha.asn.au/events/end-life-care-next-steps</a></p>



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<p>23<sup>rd</sup> May 9:00am to 5:00pm</p>	<p><b>Think Tank - Hospital avoidance and prevention</b></p>	<p>This Think Tank is seeking to answer the question: How should the health system respond to the growing pressure to reduce the rates of preventable hospitalisations?</p>	<p>Rydges on Swanston, 701 Swanston Street, Melbourne</p>	<p><b>Cost:</b> Member: \$300, Non-member: \$540 For more information or to register: <a href="http://ahha.asn.au/events/deeble-institute-think-tank-hospital-avoidance-and-prevention">http://ahha.asn.au/events/deeble-institute-think-tank-hospital-avoidance-and-prevention</a></p>
<p>Various dates 2017</p>	<p><b>MOVE muscle, bone &amp; joint health - various topics</b></p>	<p>2017 Education and Training Program for health professionals and service providers: <a href="#">'Musculoskeletal Health' webinar series</a> Group exercise leader training (<a href="#">warm water exercise</a>, <a href="#">chair-based exercise</a>, <a href="#">Tai Chi for Arthritis</a>, <a href="#">Nordic Walking</a>) Group exercise leader update training (<a href="#">warm water exercise</a>, <a href="#">chair-based exercise</a>, <a href="#">Tai Chi for Arthritis</a>, <a href="#">Nordic Walking</a>) <a href="#">Consultancy training service</a></p>	<p>Various venues and webinars</p>	<p>Go to MOVE website or links provided</p>
<p>27 July Time: 8.45am – 5.15pm</p>	<p><b>Law for Aged Care Managers Seminar</b></p>	<p>The seminars feature invaluable insight from the Coroners Court (<i>VIC, QLD, WA</i>), practical insight from aged care providers and in depth legal knowledge from leading aged care solicitors and barristers.  <b>Who should attend:</b> aged care managers, including general managers, directors of care, facility managers, residential care managers, clinical managers, nurse managers, operations managers, risk and compliance managers, quality managers, complaints investigators and lawyers.</p>	<p>Rendezvous Hotel, 328 Flinders Street, Melbourne</p>	<p><b>Cost:</b> \$695.00  Click to: <a href="#">View Program</a> or <a href="#">Register Now</a></p>

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30 August	<b>Active Ageing Conference</b>	The Active Ageing Conference is a one day event which aims to shares the latest evidence on restorative care, reablement and wellness, and aims to equip aged care providers with strategies to meet their new requirements.	Bayview Eden Melbourne 6 Queens Road Melbourne, Victoria 3004	<b>Register:</b> <a href="http://activeageingconference.com.au/">http://activeageingconference.com.au/</a>  <b>Contact:</b> Melanie Robertson <a href="mailto:melanie@intermedia.com.au">melanie@intermedia.com.au</a>
Thursday 5th & Friday 6th October 2017	<b>3rd National LGBTI Ageing and Aged Care Conference – 2017.</b> <b>It's About Time: Rethinking LGBTI Ageing in Australia</b>	Organised by Val's @ GLHV. Held across two days, this conference explores the changing lives and rich histories of older LGBTI people, presenting new opportunities to share personal stories, discuss policy and practice in the aged care sector, and reflect the challenges and celebrations of this diverse community. Older LGBTI people, aged care experts and service providers can come together to share experiences and ideas, and work together to promote healthy ageing for older LGBTI people.	Novotel Melbourne on Collins - 270 Collins St, Melbourne VIC 3000	To be confirmed