

Practitioners' Network Information Update February 2018

Meetings 2018

Practitioners Network Meetings

- 2018 Meetings to be confirmed

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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 Healthy Ageing

Age-Friendly Cities and Communities

At the Municipal Association of Victoria's (MAV) 'Age-friendly Communities in the New Ageing Context' conference held on 30th November, the [Age-Friendly Cities and Communities Information Kit](#) for Local Government Councillors and Senior Management' was launched.

People across Victoria are living longer and healthier lives and making a significant contribution to their families, the community, and the economy. To ensure this contribution can continue, we need to ensure that our communities are 'Age Friendly'. The Information Kit developed by COTA Vic and MAV with funds from a RACV community grant will support local government to make their community 'Age Friendly', an inclusive place for people of all ages to live in.

Any physical activity in older people better than none at all for reducing cardiovascular risk

Any physical activity in older people is better than none at all for reducing cardiovascular risk, according to an 18-year study in more than 24,000 adults published today in the *European Journal of Preventive Cardiology*. An inverse association between physical activity and the risk of cardiovascular disease was observed in both elderly and middle-aged people. As expected, there were more cardiovascular events in elderly participants, which could explain why the association only reached significance in this age category. [Read more](#)

Are friends better for us than family?

According to a pair of research by University of Michigan State University involving nearly 280,000 people, it found that friendships become increasingly important to one's happiness and health across the lifespan. Not only that, but in older adults, friendships are actually a stronger predictor of health and happiness than relationships with family members. More information about the research [here](#).

Frailty warning as a new and innovative test for healthier ageing

The Australian Government-funded 'Frailty in Community Dwelling Older People – Using Frailty Screening as the Canary in the Coal Mine' study shows, frailty is not an inevitable result of ageing and may be prevented or treated. The Australian-first research took 3,000 home-dwelling seniors aged 65 and over through the FRAIL Questionnaire Screening Tool, targeting fatigue, resistance, ambulation, illnesses and loss of weight (FRAIL). The study found that the frailty rate was around 6 per cent, and 38 per cent of the seniors fell into the "pre-frail category" while 56 per cent were categorised as "robust". Women (8 per cent) were found to have a much higher incidence of frailty than men (5 per cent) while almost half of the women surveyed were either frail or pre-frail, compared with less than 40 per cent of men.

People classed as frail are more at risk from fall injuries, deteriorating health and premature death, but the study found that the right support at the right time could halt or reverse frailty, he said. Interventions include:

- modifying diet to include more proteins
- taking vitamin D supplements
- increasing activity, including light resistance exercises and walking
- evaluating prescription medication intake, in consultation with a GP.

The Frailty in community dwelling older people – Using Frailty Screening as the Canary in the Coal Mine study is available [here](#). The FRAIL test is available through the [Positive Ageing Resource Centre website](#). At the conclusion of the brief questionnaire, users can print off a personal summary to present to their health professional. The [screening tool](#) complements the individual screening and online supports available on the [My Aged Care Website](#).

Aged Care Reforms

Making a complaint about My Aged Care

If you have a concern about the service or information you receive from My Aged Care, you should contact them in the first instance to discuss the issue and ask for their help. If the issue cannot be resolved when you call, you will be given a reference number to track the progress of your complaint. You should receive a response within 10 business days. You can make a complaint by:

- calling My Aged Care on 1800 200 422
- lodging an online feedback form on the My Aged Care website at: myagedcare.gov.au/contact-form
- faxing your complaint to 1800 728 174 or
- posting your complaint to: My Aged Care Complaints, PO Box 210, Balwyn VIC 3103

If you are not satisfied with the response you receive, you can make further contact by sending an email with the detail of your complaint, and your My Aged Care reference number, to:

myagedcaresupport@healthdirect.org.au
For more information on [making a complaint](#)

Summary of My Aged Care System Changes

The Australian Government is investing \$20 million to improve My Aged Care. Enhancements have been identified through detailed co-design. The department conducted co-design with the sector in late 2016 and a number of system changes were implemented in July 2017. This document provides a [Summary of My Aged Care System Changes](#) which lists out what changes were made and why those changes were made.

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Aged Care and older people

Managing home care packages

The department has recently developed two fact sheets to help providers and consumers access home care packages:

- [Providers - Managing home care packages](#)
- [Consumers - Preparing to be assigned a home care package.](#)

It lists down all the things that can be done while waiting for a home care package assignment.

The departments encourages everyone to access these fact sheets, share them with relevant staff in your organisations and provide them to consumers when required.

Home care packages program data report for July – September 2017

The Home Care Packages Program provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day-to-day activities. This report provides an update on the operation of the Home Care Packages Program following the introduction of new arrangements for the program on 27 February 2017. Data is provided for the period 1 July 2017 through to 30 September 2017. The data report is available: [here](#).

Colouring Book for Older People

Not-for-profit aged care provider HammondCare has worked with Sydney artist Annette Innis to produce a new adult colouring book specifically designed for older people. [Colours of Yesterday](#) features drawings that are more accessible for older hands and eyes, and captures stories as told by older Australians. The 30 original drawings depict the Australian outdoors, the iconic clothes line the Hills Hoist, as well as historical events such as the televised moon landing.

Experience with Aged Care

National Seniors members are being urged to share their experiences of aged care to help with the Federal Government's National Aged Care

Workforce Strategy, which is planning the aged care workforce for the future. Research Director Professor John McCallum is keen to hear from more members about their personal experiences of home-delivered services to them and their families. He wants to hear about the 'journey' you've had to find and receive services. He is also interested in what expectations members have about what constitutes a good service, whether or not they are receiving one.

Prof. McCallum wants to know:

- If you received an aged care service, your description of the 'service journey' and where and how you experienced it
- The type of aged care service you experienced
- Your opinion of what would make 'good' services.

Members should email Prof. John McCallum at research@nationalseniors.com.au, and he would also welcome regular mail at: 4/26 Bougainville Street, Manuka, ACT 2603. Please be sure to include your full name, contact details and the specific services your experiences relate to.

Submissions need to be received no later than 4 February 2018.

innovAGEING to accelerate Aged Care Innovation

The Turnbull Government will contribute \$400,000 over the next two years to [innovAGEING](#), a partnership to drive and promote innovation across Australia's rapidly growing aged care services industry. innovAGEING will establish a national network for the aged care services industry, bringing together progressive thinkers and practitioners. innovAGEING initiatives will include:

- A national awards program to encourage and reward innovation
- Twice-yearly national Aged Care Open Innovations Lab workshops
- Eight innovator speaker events across the country each year
- An 8-week innovation program for established businesses and start-ups to

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- solve aged care industry problems, culminating in a business plan competition
- An online network actively linking participants with experts and business development coaches

Alcohol and Drugs

Codeine rescheduling and support for medication misuse

All codeine-containing medicines will become Schedule 4 and require a prescription from 1 February 2018. Affected products include:

- codeine-containing combination analgesics
- codeine-containing cough, cold and flu products

The rescheduling of codeine to prescription only medication is likely to lead to an increase in consumers requiring support, particularly people who have developed problematic codeine use.

Eastern Melbourne PHN has funded the Medication Support and Recovery Service (MSRS) to provide a suitable referral option for GPs, pharmacists, and other health professionals in the EMPHN catchment. The service is currently accepting new consumers by self-referral or referral from a GP or health professional. Information on [Codeine Rescheduling](#) and the [Medication Support and Recovery Service \(MSRS\)](#) is available.

Carers

Mental health app shows promising results for carers

New research has highlighted the benefits of using a mobile phone app to manage stress and build the resilience of informal carers. The StressLess app was developed by Deakin University researchers in partnership with service provider Australian Unity. The app features a self-paced program on stress management, as well as prompts and individual feedback to help carers monitor their stress levels and mood over time. The results showed one in

four carers who used the app experienced a decline in stress symptoms, compared with 15 per cent in the control group. The app was found to be most beneficial for those experiencing high levels of stress, with almost half of this group showing an improvement in their symptoms. Download the [StressLess app](#) here and read the [full report](#) here.

Survey: LGBTIQ People and Care Relationships

Carers Victoria is keen to learn more about people in care relationships in LGBTIQ communities to assist them design better services. This survey is for LGBTIQ carers; or carers who support an LGBTIQ person. This survey is open until the 4th of February 2018. Take [the Carers Victoria 2018 Midsumma Survey](#) here.

Education Services for Carers

Carers Victoria offers carer workshops and educational programs to help enhance carer's knowledge about how to best support their own health and wellbeing, and that of the person they are caring for.

Through the Education Service carers will be able to explore the impact of caring on their emotional and physical health. They will also gain practical advice on how to navigate the health and community sector.

Various trainings are available on their website which can be accessed here: [Carers Australia VIC-Education Calendar 2018](#)

Caring for a family member or friend with dementia at the end of life

Family and friend carers play a significant role in supporting people with dementia at the end of their lives. This review highlighted two main overarching themes of carer experiences were evident: (1) relationships and (2) the caring context. These overarching themes were shown to have an impact on the carer in terms of their sense of self and personal wellbeing. [Read study here.](#)

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End of Life

Palliative Care Online Training

This free online training is designed for the Australian health context, and is available to participants by simply creating an account and logging in. This project is funded by the Department of Health and is developed by AHHA, with input from industry and other specialists.

This Palliative Care educational resource is designed to support you to apply the Guidelines for a Palliative Approach to Aged Care in the Community to your practice. It includes the knowledge, skills and values that are required to communicate and contribute to the care of clients in the community who have a life limiting illness and or are approaching the final stages of the normal ageing process.

To learn more or access training, [click here](#).

Improve end of life care services for older people

The Melbourne Ageing Research Collaboration (MARC) is seeking research participants to take part in a project to help improve end of life care services for older people. The project will provide MARC researchers with information about how integrated services are and how well end of life care is communicated to older people, to families/carers and amongst care providers.

To participate in this part of the study, you need to be a family member or carer of a person aged 75 plus who has died in the past 12 months, and able to read and write in English. Participation will involve an interview of approximately one hour about your recent experiences of care services provided towards the end of your relative's life. To find out more about this project, contact Sue Williams (03) 8387 2614 or email s.williams@nari.edu.au, or go to <http://www.nari.net.au/marc/our-research>

Cause of death patterns and people's use of aged care

The Australian Institute of Health and Wellbeing has released the publication [Cause of death](#)

[patterns and people's use of aged care: a Pathways in Aged Care analysis of 2012–14 death statistics](#).

Almost 245,000 older people died in Australia in the 2 years to 30 June 2014. The majority of people (80%) had used an aged care program before their death, and the leading causes of death were coronary heart disease, dementia and cerebrovascular disease.

Prolonged Grief and Cognitive Decline: A Prospective Population Based Study in Middle-Aged and Older Persons.

This study compared cognitive decline between persons with normal and prolonged grief, and a non-grieving reference population in a 7-year follow-up study. The results suggest an association between prolonged grief and cognitive decline. This suggests that PGD is a risk factor for cognitive decline, but this study cannot detect the [psychobiological](#) mechanism underlying this longitudinal association. [Read study here](#).

Dementia

Dementia friendly learning guide 2018

The Dementia Learning Guide by Dementia Australia provides an overview of the range of learning opportunities available through Dementia Australia in 2018. This range of learning opportunities includes a suite of national courses, available through the Centre for Dementia Learning, as well as a select range of programs that are only available in Victoria. The Dementia Learning is available [here](#).

Younger Onset Dementia & the NDIS

Dementia Australia has launched a video on Younger Onset Dementia and NDIS. This five minute video encourages people with dementia and carers of dementia patients to contact Dementia Australia (previously known as Alzheimer's Australia) for support and linked to the NDIS. [Watch the video](#) here.



Online portal supports dementia friendly communities

Dementia Australia (formerly Alzheimer's Australia) has produced a new online portal of information and education about many aspects of dementia friendly communities. The education hub has information for clinicians, professionals, services, businesses and the general public about dementia to ensure those people experiencing dementia in the community are not disadvantaged and stigmatised. There is information on dementia friendly places, organisations, an online community and events, as well as the latest news from across the country. Access [Dementia Friendly Communities online portal here](#).

Targeting lifestyle risk factors for dementia

Targeting lifestyle risk factors for dementia that occur throughout life may help to reduce the incidence of the condition by up to one-third, says an Australian expert. In a [Viewpoint published in JAMA Neurology](#), Professor Graeme Hankey, Professor of (Neurology) Medicine at the University of Western Australia, wrote that epidemiological studies in Australia and the UK had pinpointed up to nine modifiable lifestyle risk factors – low levels of education; midlife hearing loss; physical inactivity; hypertension; type 2 diabetes; obesity; smoking; depression; and social isolation – that contributed to the development of dementia throughout the course of life.

Counting the true cost of dementia

It costs approximately AU\$88,000 a year to provide health and residential care for a person living with dementia in Australia, according to new research led by Flinders University. This figure is much higher than previously thought and provides the most precise estimate to date of the cost of providing quality care to dementia patients living in aged care settings. Unlike previous evaluations, which have typically calculated costs by adopting an overarching “top-down” perspective on the healthcare system, this study has taken a “bottom-up” approach by looking at all the health and residential care costs incurred by a sample of

individuals living with dementia. The full results of the study can now be read in the published paper: <http://news.flinders.edu.au/blog/2018/01/24/counting-true-cost-dementia/>

Retraining the Underdogs for Younger Onset Dementia

Dogs that don't graduate seeing-eye school are trained up as special assistance dogs are helping people with younger onset dementia live fuller, happier lives. An initiative of Vision Australia's Seeing Eye Dogs Australia division, the University of Melbourne and Dementia Australia, the trial takes Labradors that might not be best suited to work as a seeing eye dog, and provides them with several months of specific 'assistance dog training'. The training program has been designed by Seeing Eye Dogs Australia to take into account the specific support needs of people with dementia. The dogs are then carefully matched to their new owners, and further prepared to meet their particular needs. The dogs provide comfort to the person when they are distressed or agitated and will summon assistance from a carer when extra support is needed. They are trained to respond to triggers like medication times and meal times, to bring the person their medication box, or get them to the meal table. They will also stay by the person's side to provide them with a sense of security, particularly when they are outside the home and in unfamiliar situations. Read more or look at cute doggo pictures [here](#).

Diversity

Trends in Indigenous mortality and life expectancy

This [report](#) by AIHW examines Indigenous mortality and life expectancy during the period 2001 to 2015, based on evidence from the Enhanced Mortality Database. The study observed increases in life expectancy during the study period for both Indigenous males and females across most jurisdictions. Life expectancy however increased faster among non-Indigenous than among Indigenous males and females. As a result, there was little change in the life expectancy gap.

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New National LGBTI Aged Care Action Plan: Have your say

The Government is developing an LGBTI Action Plan. This will be part of a new Aged Care Diversity Framework. This plan is very important and the Government will use it when working with LGBTI communities in Australia. [Take this survey](#) for an opportunity to have your say. This survey will take approximately 30 minutes to complete. This survey is part of a nationwide consultation.

Aged care diversity framework launched

The Federal Government has published the new guide aimed at embedding diversity in aged care service design and delivery. It aims to embed diversity in the design and delivery of aged care, address perceived or actual barriers to older people accessing safe, equitable and quality aged care and enable consumers and carers to be part of the process. The framework replaces and builds on the two ageing and aged care strategies developed in 2012 for older people from culturally and linguistically diverse (CALD) backgrounds and for lesbian, gay, bisexual, transgender and intersex (LGBTI) seniors, both of which [were reviewed recently](#). The [Aged Care Diversity Framework](#) addresses why it is important to recognise the diversity of race, religion, spirituality, language, sexuality, gender, economic status and personal experience across the broader population in providing aged care for older people. As people age, aged care services will need to be responsive to the range of individual needs.

Diversity Framework Consultation

The Federation of Ethnic Communities' Councils of Australia (FECCA) is seeking consumers and service providers input into the Aged Care Diversity Framework Consultation. The Diversity Framework seeks to embed diversity in the design and delivery of aged care and support actions to address perceived or actual barriers to consumers accessing equitable and quality aged care, while enabling consumers and carers to be partners in this process.

This survey could be printed out and completed by the individuals, completed online or used as an activity within a group to gain people's views and experiences. It is vital that people feel comfortable to participate in way that is appropriate for them. If an interpreter is needed, please access the appropriate interpreting line through VITS. If you would like to discuss this further, please do not hesitate to contact me.

The links for the survey can be found below:

For consumers:

<https://www.surveymonkey.com/r/DRWNLC>

For providers:

<https://www.surveymonkey.com/r/DRN38SY>

Downloadable and printable versions of the surveys can be obtained by clicking on these specific language links: [Chinese](#); [Arabic](#); [Vietnamese](#); [Greek](#); [Italian](#); [Serbian](#); [Croatian](#); [Bosnian](#).

The surveys will remain open until 15th March 2018.

Disability/NDIS

NDIS Plan Implementation

Information Sessions: Inner and Outer East

NDIS Implementation Information sessions are going to be held between January- February 2018 for Inner and Outer East Melbourne. The sessions have been designed to help NDIS participants understand what their NDIS plan means and how to use choice and control to turn their funding into supports.

Sessions available in February include:

Manningham Council- 1st February

Whitehorse Council- 1st February

Boroondara Council- 7th February

More information about these sessions are provided in the 'Events, Training, Forums & Conferences' section of this Practitioners' Network Information Update.

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What's the best thing about living with disability?

To celebrate International Day of People with Disability, Youth Disability Advocacy launched a video where young people told us what the best things are about having disability. You can watch the video [here](#).

Elder Abuse

Elder Abuse Prevention Milestone

Seniors Rights Victoria recently led an interagency workshop about elder abuse as part of the Elder Abuse Prevention Network (EAPN) project, one of the Victorian Government's preventative responses to the Royal Commission into Family Violence.

The Victorian Government is funding the establishment of 10 elder abuse networks to collaborate at a community level and focus on the prevention of elder abuse. Seniors Rights Victoria is supporting this work by conducting research on the project which began with the workshop and will continue until February 2019.

Partner networks chosen for the EAPN project so far are: Eastern Community Legal Centre, Ballarat Community Health Centre, South West Carers and Respite Services Network (Warrnambool), Macedon Ranges Shire Council and the Southern Melbourne Primary Care Partnership. [Read more](#)

New research to help measure elder abuse

To help build on the growing body of knowledge on the issue, the [Elder Abuse National Research Project](#) is currently underway, led by the Australian Institute of Family Studies (AIFS). The Elder Abuse National Research Project consists of three components:

- Component One: Develop an Australian definition of "elder abuse".
- Component Two: Test data collection tools against the definition, to see if it will work for the Australian context

- Component Three: Analyse the data to help answer key questions about the abuse of older people.

Falls

A new approach to stopping falls

A first-of-its-kind technology-based fall prevention program will deliver a personalised combination of exercise and mental health support to older Australians in their homes. The research aims to address gaps in the understanding of falls interventions, application of personalised medicine and the delivery of in-home tech-based fall prevention programs. The program will include balance and brain training and the management of anxiety, depression and stress through self-managed exercise and cognitive behavioural therapy (CBT). All components will be delivered using a tablet computer and a series of web and app-based programs without the need for supervision. The program goes for 6 months and all participants are followed up for 1 year for future falls. The trial will begin recruiting in early 2018. A total of 518 community-dwelling people aged 65 years and over living in the Sydney metropolitan area will be recruited. More information [here](#).

Health

Sport and ageing: a systematic review of the determinants and trends of participation in sport for older adults

A systemic review was conducted to concurrently explore two research questions: the determinants and the trends of sport participation for community dwelling older adults. The most frequently mentioned determinants of participation were health and using sport to negotiate the ageing process. The most frequently mentioned trends of sport participation were the effect of historical sport participation on current participation, and sport participation across the lifespan. The main themes for both research questions had contrasting results, for example, participation in sport could improve health, but

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poor health was also a limitation of sport participation. [Read systemic review.](#)

Survive the Heat Campaign

The new [Survive the Heat](#) campaign raises awareness about the seriousness of extreme heat, and shares important tips on how to stay safe in the dangerous summer sun. Extreme heat kills more people in Australia than any other natural disaster. Those at the highest risk of heat exhaustion and heat stroke include people aged over 65, those with a pre-existing medical condition, pregnant and breastfeeding mothers, babies and young children. [Learn more about how to survive the heat.](#)

A Quick Walk on Your Lunch Break Could Significantly Help Australia's Physical Inactivity

A new report from the Australian Institute of Health and Welfare (AIHW) shows that small increases in our levels of physical activity could have major positive health impacts for the whole population. The report, [Impact of physical inactivity as a risk factor for chronic conditions: Australian Burden of Disease](#) Study, looks at the health impact—or 'burden'—of a lack of physical activity in terms of years of healthy life lost through living with an illness or injury, or through dying prematurely. Using data from 2011, the report found that 2.6% of the total disease burden in Australia was due to physical inactivity. It was found that if everyone did an extra 15 minutes of brisk walking, 5 days each week, this would reduce disease burden due to physical inactivity in the population by about 13%, and if the extra activity rose to 30 minutes, the burden could be reduced by 26%. Read [Impact of physical inactivity as a risk factor for chronic conditions: Australian Burden of Disease](#)

New website promises to be one-stop shop for cancer patients

National Cancer Control Indicators (NCCI) is a new, one-stop, interactive cancer data website, providing high quality data which allows for monitoring and reporting of national trends over time, to provide the knowledge to guide national

cancer control in Australia. The NCCI website was designed for policymakers, governments, cancer organisation, researchers and health professionals. The website provides data on cancer prevention, screening, diagnosis, treatment and psychological care. It also allows experts to monitor Australian cancer trends and compare them to those in other countries. Access the [National Cancer Control Indicators](#)

Medical costs – what have you paid out of your own pocket?

The Consumers Health Forum is launching the [Out of Pocket survey](#) for people to record their experience with these costs. The results will assist CHF to illustrate the extent of the problem, allowing us to highlight to the committee the hardships now confronting many patients and their families, and to shape solutions to this health policy dilemma. If you would prefer not to enter your information on this form but would like to share your experience, you can call us on 02 6273 5444 to speak to someone. Complete the survey here: [Out of Pocket Pain Survey](#)

Health Literacy

2018 Health Literacy Development Course

The Health Literacy Development Course, delivered by the Centre for Culture, Ethnicity and Health, is designed to build the capacity of agencies to respond to health literacy at both a client and an organisational level. The course provides support to refine and progress a series of appropriate health literacy interventions tailored to your workplace, and practical information on building workplace capacity to become a health literate organisation. You'll be supported by a local community of practice to share your learnings, and a dedicated CEH staff advisor.

Course

details:

The course will run from March 2018 to September 2018, with four full-day workshops held bi-monthly. Participants will also complete preparation tasks prior to each workshop; and

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undertake two small projects of approximately 40 hours within their organisation between modules.

Who should do this course?

The course will particularly suit managers, coordinators and team leaders from reception or first contact with clients, communications, quality, health promotion, and service delivery. Each organisation should be prepared to send two participants to work in partnership over the duration of this course.

Applications for the HLDC 2018 are currently open. For enquiries and application form please contact: Sophie Allen IEPCP

sophie.allen@iepcp.org.au 8843 2309

Kelly Naughton OEPCP

kelly.naughton@oepcp.org.au 9879 4282

Nutrition

Making the right choices with health star rating

Independent monitoring of the Health Star Rating system has found it is increasingly popular with the nation's food shoppers. The Heart Foundation found that more than three in five Australians who bought a product with the Health Star Rating reported that it had influenced their product choice. One in two bought a product they wouldn't normally buy due to the Health Star Rating. Further, close to nine in 10 of these shoppers said they would continue to buy the product. At least 150 companies have now adopted the Health Star Rating. More than 8,400 products on supermarket shelves are displaying the Health Star Rating logo. The Health Star Rating is clearly helping people to be more discerning about what they eat. Healthy eating is a crucial factor in preventive health, which the Australian Government has made a key priority in its long term national health plan. [Read more](#)

Tackle chronic disease by eating more fibre

The importance of fibre in our diet has been highlighted in a [new report](#) which shows that increasing our grain fibre intake could reduce the prevalence of type 2 diabetes and cardiovascular disease within Australia by 400,000 people each

year, saving the economy almost \$3.3 billion in healthcare and lost productivity costs. Modelling conducted by Deloitte Access Economics estimates even a small national increase of just one serve of high fibre grain food per day, could potentially prevent an estimated 64,000 cases of cardiovascular disease and 126,000 cases of type 2 diabetes annually, saving \$1.5 billion in associated healthcare costs and lost productivity every year.

Technology

Bridging the Digital Divide in older Australians

National Seniors conducted an annual survey in 2017, and spoke to members through policy forums held in a number of areas across Australia. Digital issues dominated forum discussions, with some audiences expressing intense frustration at the rate of digital change, and the problems they have using new technologies.

In line with current digital divide research from around the world, this report provides evidence that the digital divide is not drawn only between the young and old (the intergenerational digital divide) but is also evident within the over 50 cohort. Some older Australians are digitally literate and active, while others struggle with many aspects of the digital world (the intragenerational digital divide).

Read the report '[Bridging the Digital Divide](#)'

Be Connected: An Initiative to Increase Older Australians' Skills and Confidence Using Digital Technology

Be Connected is an Australian government initiative committed to increasing the confidence, skills and online safety of older Australians. Be Connected aims to empower everyone to use the internet and everyday technology to thrive in our digital world.

If you're an organisation delivering, or looking to deliver, digital literacy activities for older Australians in your community, you can join up.

As part of the Network, you'll be able to:

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- [Apply for funding](#) from the Be Connected initiative.
- [Access high quality resources](#), including marketing materials and toolkits.
- Share your expertise and learn from others in the Network.
- Be part of something bigger, attracting new funding and partnership opportunities.
- Showcase your skills on a bigger platform.
- Get your voice heard at a national and local level.

Learn more about how to [join the network](#).

Depression and mental health apps: How to tell the good from the bad

There are currently more than 10,000 depression and anxiety-related self-help apps available to download, the American Psychiatric Association estimates. But less than 1 per cent have been professionally evaluated.

The American Psychiatric Association has developed a four-level evaluation framework.

Step 1: Risk/privacy and security.

Step 2: Evidence.

Step 3: Ease of use.

Step 4: Interoperability (which refers to the ability to share the data generated by the app with a trusted medical professional). [Read article here](#).

Older People as Cyber Sexual Beings

Older People as Cyber Sexual Beings are explored in the recently published book, '[Addressing the Sexual Rights of Older People: theory, policy and practice](#).' The book addresses a gap in research and policy. Using an adaptation of the Declaration of Sexual Rights from the World Association of Sexual Health, it provides readers with an innovative and evidence-based framework for achieving the sexual rights of older people. Drawing on interdisciplinary research, it explores the cultural and social locations of old age and its intersections with sexual orientation, gender identity, and intersex status. Key themes include stigma, silencing, invisibility, prejudice, discrimination, and a lack of information, awareness, and understanding.

Healthdirect Chatbot pilot supports people to check their symptoms

Health consumers can now use Facebook Instant Messenger to make more informed decisions about their health, thanks to a new pilot program launched by Healthdirect Australia. The healthdirect Chatbot is a software program which connects people and computer systems through a conversational interface. Chatbots are ideal for dealing with simple queries – such as finding the nearest pharmacy or making a doctor's appointment. They are widely used in everything from finance queries to complaints handling, and are starting to be deployed in the health sector. The chatbot forms part of Healthdirect Australia's innovation strategy to improve access to health services and information through a range of different channels, such as social media. The healthdirect Chatbot can be accessed on the [Healthdirect Australia Facebook page](#) or directly in Facebook Instant Messenger.

Information about Services

Medication Support and Recovery Service now

The [Medication Support and Recovery Service](#) is a new, free addiction service specialising in helping people in east and north-east Melbourne who have problems with their use of prescription or over-the-counter medications.

- any patient (or their family member) presenting with medication misuse or dependence can be referred to the service, regardless of age
- the service offers specialist counselling, nursing/withdrawal and peer support services
- GPs can refer directly to the service via the [website](#) or by calling intake on 1800 931 101

This service operates out of Carrington Health to the inner Eastern region.

Events, Training, Forums & Conferences

<p>Thursday 1st February 2018, 6:30pm– 8:30pm</p>	<p>NDIS Plan Implementation Information Session: Manningham Council</p>	<p>This information session is designed to help NDIS participants understand what their NDIS plan means and how to use choice and control to turn their funding into supports.</p> <p>This session will cover topics such as:</p> <ul style="list-style-type: none"> • Understanding the terminology within a participants plan. • What are Core, Capacity and Capital budgets within a person's plan. • How to put a plan into action. • How to connect and manage provider requirements and agreements <p>This is an opportunity for you to gain more of an understanding of how you can use choice and control to implement your NDIS plan, turning funding into supports.</p> <p>For special requirements including AUSLAN interpreters please email VICEAST@ndis.gov.au</p> <p>Please bring note-taking items (a paper and pen) to the session</p>	<p>Manningham Civic Centre, 699 Doncaster Road, Doncaster VIC</p>	<p>RSVP: https://www.eventbrite.com.au/o/ndis-13270031509 For special requirement please send to VICEAST@ndis.gov.au</p>
<p>Thursday 1st February 2018, 10:00am – 12:00pm</p>	<p>NDIS Plan Implementation Information Session: Whitehorse Council</p>	<p>This information session is designed to help NDIS participants understand what their NDIS plan means and how to use choice and control to turn their funding into supports.</p> <p>This session will cover topics such as:</p> <ul style="list-style-type: none"> • Understanding the terminology within a participants plan. • What are Core, Capacity and Capital budgets within a person's plan. • How to put a plan into action. 	<p>Box Hill Town Hall, Matsuto Room: 1022 Whitehorse Rd, Box Hill VIC 3128</p>	<p>RSVP: https://www.eventbrite.com.au/o/ndis-13270031509 For special requirement please send to VICEAST@ndis.gov.au</p>

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		<ul style="list-style-type: none"> • How to connect and manage provider requirements and agreements <p>This is an opportunity for you to gain more of an understanding of how you can use choice and control to implement your NDIS plan, turning funding into supports.</p> <p>For special requirements including AUSLAN interpreters please email VICEAST@ndis.gov.au</p> <p>Please bring note-taking items (a paper and pen) to the session</p>		
Tuesday 6- Wednesday 7 February 2018	Better Care Better ACFI Training	<p>Two-day training workshop Targeted at Victorian enrolled/ registered nurses leading change in services</p> <p>New evidence based clinical assessment toolkit</p> <p>Ensure ACFI claims are appropriate, accurate and matched to resident care needs</p>	Royal Australian College of Surgeons, 250-290 Spring Street, East Melbourne, VIC 3002, Australia	<p>https://www.eventbrite.com.au/e/two-day-better-care-better-acfi-training-for-psracs-melbourne-registration-38717892258</p> <p>More training days available</p>
Wednesday 7th February 2018, 10:00am– 12:00pm	NDIS Plan Implementation Information Session: Boroondara Council	<p>This information session is designed to help NDIS participants understand what their NDIS plan means and how to use choice and control to turn their funding into supports.</p> <p>This session will cover topics such as:</p> <ul style="list-style-type: none"> • Understanding the terminology within a participants plan. • What are Core, Capacity and Capital budgets within a person's plan. • How to put a plan into action. • How to connect and manage provider requirements and agreements 	<p>Council Municipal Offices 8 Ingelsby Rd Camberwell, 3124, VIC</p> <p>Time:</p>	<p>RSVP: https://www.eventbrite.com.au/o/ndis-13270031509</p> <p>For special requirement please send to VICEAST@ndis.gov.au</p>

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		<p>This is an opportunity for you to gain more of an understanding of how you can use choice and control to implement your NDIS plan, turning funding into supports.</p> <p>For special requirements including AUSLAN interpreters please email VICEAST@ndis.gov.au</p> <p>Please bring note-taking items (a paper and pen) to the session</p>		
<p>Wednesday 7th February 2018, 10 am- 3.00 pm</p>	<p>Inner East Melbourne NDIS Implementation Workshop 2: Travel, plan reviews and psychosocial disability</p>	<p>This presentation will explain the difference between provider travel and participant transport. We'll explore the NDIS provider travel policy, highlighting circumstances where providers may be able to recover travel costs and ways to increase efficiencies where they cannot. They are divided into morning session (10am – 12:30pm) and afternoon session (12:30pm – 3:00pm)</p>	<p>Box Hill Town Hall, The Matsudo Room, 1022 Whitehorse Road, Box Hill, Victoria 3128</p>	<p>Free event https://www.eventbrite.com.au/e/inner-east-melbourne-ndis-implementation-workshop-2-travel-plan-reviews-and-psychosocial-disability-tickets-41476683878</p> <p>For any enquiries, please contact Savannah Jewell, Sector Transition Coordinator, (03) 8341 4300, savannah.jewell@nds.org.au</p>
<p>Thursday, 8 February, 2018, 8 45 AM-5 PM</p>	<p>Advance care planning workshop for health and care workers (VIC)</p>	<p>Enhance your advance care planning knowledge and increase your confidence in having these important conversations.</p> <p>This one-day workshop is regularly presented at Austin Health in Heidelberg by Austin Health's Senior Advance Care Planning Clinician.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Benefits of advance care planning • Medical decision-making • The role of the substitute decision-maker 	<p>Room 4.5, Austin Hospital, 145 Studley Rd , Heidelberg</p>	<p>The one day workshop is \$300 (inc GST), and includes morning tea, lunch and workshop materials.</p> <p>https://www.advancecareplanning.org.au/whats-on/event/2018/02/07/default-calendar/advance-care-planning-workshop-for-health-professionals</p>

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		<ul style="list-style-type: none"> • Legal implications of advance care planning • Advance care planning conversations • Life-prolonging treatments <p>Organisation implementation</p>		
Tuesday, 13 February, 2018, 8 45 AM-5 PM	Advance care planning workshop for health and care workers (VIC)	<p>Enhance your advance care planning knowledge and increase your confidence in having these important conversations.</p> <p>This one-day workshop is regularly presented at Austin Health in Heidelberg by Austin Health's Senior Advance Care Planning Clinician.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Benefits of advance care planning • Medical decision-making • The role of the substitute decision-maker • Legal implications of advance care planning • Advance care planning conversations • Life-prolonging treatments <p>Organisation implementation</p>	Room 4.5, Austin Hospital, 145 Studley Rd , Heidelberg	<p>The one day workshop is \$300 (inc GST), and includes morning tea, lunch and workshop materials.</p> <p>https://www.advancecareplanning.org.au/whats-on/event/2018/02/12/default-calendar/advance-care-planning-workshop-for-health-professionals</p>
Wednesday 14 February 2018	My Aged Care operational update and update on Quality Reform	<p>This webinar will provide an update on the operations of My Aged Care. It will focus on key areas of interest for service providers and the assessment workforce including:</p>	Webinar: 2:00 pm to 4:00 pm (AEDT)	http://livestream.education.gov.au/health/14february2018/

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		<ul style="list-style-type: none"> operational benefits delivered as a result of system changes introduced in December 2017 an update on system changes planned for late February 2018 an update on quality reform <p>Participants can ask a panel of representatives from the Department of Health questions after the presentation.</p>		
Monday, 19 February, 2018, 8 45 AM-5 PM	Advance care planning workshop for health and care workers (VIC)	<p>Enhance your advance care planning knowledge and increase your confidence in having these important conversations. This one-day workshop is regularly presented at Austin Health in Heidelberg by Austin Health's Senior Advance Care Planning Clinician. Topics include:</p> <ul style="list-style-type: none"> Benefits of advance care planning Medical decision-making The role of the substitute decision-maker Legal implications of advance care planning Advance care planning conversations Life-prolonging treatments <p>Organisation implementation</p>	Room 4.5, Austin Hospital, 145 Studley Rd , Heidelberg	<p>The one day workshop is \$300 (inc GST), and includes morning tea, lunch and workshop materials.</p> <p>https://www.advancecareplanning.org.au/whats-on/event/2018/02/18/default-calendar/advance-care-planning-workshop-for-health-professionals</p>
Mon, 19- Tues, 20 February 2018	The 5th National Elder Abuse Conference, on the theme of 'Together Making Change'	<p>The 5th National Elder Abuse Conference is being hosted by the Seniors Rights Service in Sydney on 19 and 20 February 2018. The Conference is titled: 'Together Making</p>	Sofitel Hotel, Sydney	<p>For more information, check website: http://togethertmakingchange.org.au/</p>

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		Change'. The National Organising Committee has purposely chosen this name as they strongly believe that any enduring response to the important social issue of elder abuse requires multiple stakeholders working together		
Tues, 20- Wed, 21 February 2018	Better Care Better ACFI training for PSRACs	<p>This two-day training workshop is designed for public sector nurse managers, educators and other nursing staff accountable for resident assessment, care planning and ACFI co-ordination.</p> <p>The training will show you how a new evidence based clinical assessment toolkit can help provide great care for residents and ensure your ACFI claims are appropriate, accurate and matched to resident care needs..</p>	<p>Royal Australian College of Surgeons</p> <p>250-290 Spring Street, East Melbourne, VIC 3002</p>	https://www.eventbrite.com.au/e/two-day-better-care-better-acfi-training-for-psracs-melbourne-registration-38747411551
Wednesday, 21 February 2018	National NDIS Provider Forums 2018	<p>The National Provider Forums will deliver information and insights to support business decisions, ensuring together we build a vibrant, innovative, and competitive market.</p>	<p>Melbourne Convention & Exhibition Centre,1 Convention Centre Place,South Wharf, Melbourne, VIC 3006</p>	https://www.ndis.gov.au/providers/national-forums-2018
Friday 23 February 2018, 8.30am – 5pm	Overcoming the challenges of managing chronic diseases in persons with dementia	<p>This seminar provides information for participants about the diagnosis of cognitive impairment, an understanding of their cognitive abilities and novel ways to assist with self-management. This is essential knowledge in contemporary</p>	<p>AMREP Theatre, Alfred Hospital 55 Commercial Road, Prahran VIC</p>	<p>\$220.00</p> <p>https://shop.monash.edu/overcoming-the-challenges-of-managing-chronic-diseases-in-persons-with-dementia.html</p>

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		practice that enables clinicians to recognise and manage common co-morbidities in persons with dementia in ambulatory settings. The seminar also describes why sub-optimal self-management occurs due to the different types of cognitive impairment. It will also highlight common clinical risks and equip clinicians in the field with strategies to support persons with dementia and chronic diseases.		
Thu. 1 March 2018, 9:00 am – 4:00 pm AEDT	Frameworks for upholding rights with people with disabilities	<p>In this Masterclass participants will explore these questions and engage with ideas of personhood, human rights and supported decision-making. Frameworks for practice informed by these ideas will be presented and applied to two key life areas, health and sexuality.</p> <p>This masterclass is designed for people new to disability policy and practice, and for those who want to update their knowledge and skills to align with the current rights informed environment.</p>	Deakin Downtown, Level 12, Tower 2, 727 Collins Street, Melbourne, VIC 3008	\$247.50 – \$385 https://www.eventbrite.com.au/e/frameworks-for-upholding-rights-with-people-with-disabilities-tickets-37631281175?ref=estw
Thursday, 1 March - Friday, 2 March, 2018	Conversations About Care: A conference presenting the latest in client-centred care and integrated practice.	<p>In 2018, North Richmond Community Health will present the third conference in the Where the Mind Meets the Mouth series: Conversations About Care.</p> <ul style="list-style-type: none"> • How do people experience healthcare? • What does person-centred care really look like? 	Abbotsford Convent, 1 St Heliers St, Abbotsford VIC 3067	http://www.wheremindmeetsmouth.com.au/

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		<ul style="list-style-type: none"> • What is our shared role in a person's health? • How can we work together for the benefit of our communities? <p>You'll hear from both consumers and healthcare professionals at this innovative event.</p>		
Friday, 2nd March 2018, 1:00pm tee off, 5.30 pm dinner and presentations	Whitehorse Men's Shed & Box Hill Hawks Football Club – Golf Day 2018	Join us for our 2018 Golf Day at the beautiful Box Hill Golf Course. All proceeds raised support The Whitehorse Men's Shed and the Box Hill Hawks Football Club.	Box Hill Golf Course, 202 Station St, Box Hill South	For more info contact: John Cavarra, john@boxhillhawks.com.au 03 9890 9442 or 0433 085 714 or Cassandra Biadacz, events@carringtonhealth.org.au 03 8843 2369 or 0404 0785 13
Friday, 2 March, 2018, 8 45 AM-5 PM	Advance care planning workshop for health and care workers (VIC)	Enhance your advance care planning knowledge and increase your confidence in having these important conversations. This one-day workshop is regularly presented at Austin Health in Heidelberg by Austin Health's Senior Advance Care Planning Clinician. Topics include: <ul style="list-style-type: none"> • Benefits of advance care planning • Medical decision-making • The role of the substitute decision-maker • Legal implications of advance care planning • Advance care planning conversations • Life-prolonging treatments • Organisation implementation 	Room 4.5, Austin Hospital, 145 Studley Rd , Heidelberg	The one day workshop is \$300 (inc GST), and includes morning tea, lunch and workshop materials. https://www.advancecareplanning.org.au/whats-on/event/2018/03/01/default-calendar/advance-care-planning-workshop-for-health-professionals

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<p>Tues, 6 & 13 March 2018</p>	<p>Beyond Cultural Competency</p>	<p>MCWH is pleased to offer Beyond Cultural Competency, a free, two-day workshop for those who want to improve their support of carers from refugee and immigrant backgrounds. The two-day workshop will:</p> <ul style="list-style-type: none"> - Help identify 'hidden' carers in your work - Enhance understanding of CALD carers and the unique barriers they face in accessing support services - Explore the concept of intersectionality and how to apply it to our practice - Identify best practice principles including cultural and linguistic appropriateness, and access and equity - Run a workplace diversity audit - Offer professionals the opportunity to reflect on their practice, and to develop strategies to improve their work with immigrant and refugee communities. 	<p>Suite 207, Level 2, Carringbush Building, 134 Cambridge st, Collingwood, VIC 3152</p>	<p>Free https://www.eventbrite.com.au/e/beyond-cultural-competency-training-6-13-march-2018-tickets-41133022979</p>
<p>Wednesday, 7 March, 2018, 8 45 AM-5 PM</p>	<p>Advance care planning workshop for health and care workers (VIC)</p>	<p>Enhance your advance care planning knowledge and increase your confidence in having these important conversations. This one-day workshop is regularly presented at Austin Health in Heidelberg by Austin Health's Senior Advance Care Planning Clinician.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Benefits of advance care planning • Medical decision-making • The role of the substitute decision-maker 	<p>Room 4.5, Austin Hospital, 145 Studley Rd , Heidelberg</p>	<p>The one day workshop is \$300 (inc GST), and includes morning tea, lunch and workshop materials. https://www.advancecareplanning.org.au/whats-on/event/2018/03/06/default-calendar/advance-care-planning-workshop-for-health-professionals</p>

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		<ul style="list-style-type: none"> • Legal implications of advance care planning • Advance care planning conversations • Life-prolonging treatments • Organisation implementation 		
21-23 March 2018	4th International Health Reform Conference	Moving Care from Hospital to Community: navigating the bumps	InterContinental Sydney, Double Bay	https://yrd.currinda.com/register/event/1114
Friday, 23 March 2018, 9.30am - 4.30pm	Prevention of Chronic Diseases Forum	Join us at our next Prevention of Chronic Diseases Forum on the 23 rd March 2018 at AMREP, The Alfred Hospital.	AMREP Lecture Theatre, The Alfred Hospital, Commercial Road, Melbourne	Total \$200 (includes GST) Limited places, Registration Deadline: Friday 16 th of March 2018 http://www.adma.org.au/images/2018_Prevention_of_Chronic_Diseases_Forum.pdf
Saturday 17 March 2018, 6.15pm onwards	Premier's Gala Dinner 2018	Proudly presented by the Victorian Multicultural Commission (VMC), the Premier's Gala Dinner will launch Cultural Diversity Week 2018.	Melbourne Exhibition and Convention Centre	Community discounted tickets are \$90 incl. GST. General fee tickets are \$180 incl. GST. http://www.cvent.com/events/premier-s-gala-dinner-2018/event-summary-81d2cb3e5d9a47ae86347818fa90a5ed.aspx
Wed March 21, 2018	Family Violence in CALD Communities: Understanding and Responding	As a specialist body, inTouch Multicultural Centre against Family Violence offers a range of opportunities for professionals, volunteers and community members to develop their understanding and skills in working with culturally and linguistically diverse women and families experiencing family violence. Join us for a training understanding and responding to family violence in a CALD context.	Purple Room, Multicultural Hub 506 Elizabeth St, Melbourne 3000	https://docs.google.com/forms/d/e/1FAIpQLSfFmxZ1QhUWSyok97UU_7DoTjNjqLQgJwob2QCHIIRKZE-klg/viewform

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Tue. 27 March 2018, 9:30 am – 3:30 pm	Beyond Cultural Competency Training 27 March 2018 (General Practices only)	MCWH is pleased to offer Beyond Cultural Competency, a free workshop for those who want to improve their support of carers from refugee and immigrant backgrounds. This training is specifically tailored to those working in General Practices.	Suite 207, Level 2, Carringbush Building, 134 Cambridge st, Collingwood, VIC 3152	Free https://www.eventbrite.com.au/e/beyond-cultural-competency-training-27-march-2018-general-practices-only-tickets-41229985998
Wednesday 28th March 2018, 9:00am – 4:00pm	Fundamentals of Falls Prevention	At this evidence-based interactive workshop you will learn what causes falls and what are the risk factors, how to effectively screen and assess falls risk, effective strategies for preventing falls, and how to apply the evidence in real settings.	National Ageing Research Institute, Building 9 Seminar room, Gate 4, 34-54 Poplar Road, Parkville, VIC	Cost: \$440 including GST per person 10% discount for early bird registrations before 7 March 2018. https://www.trybooking.com/book/event?eid=337613
Wednesday, 2 May- Friday, 4 May 2018	Leading the NDIS Transformation	This is a three-day residential leadership program. This program will equip CEOs, board members and executive leaders with the capability to make strategic decisions to transform their organisation, leading the creation of an even stronger and more diverse sector that enables greater choice and control for people with disability under the NDIS.	Amora Hotel Riverwalk Melbourne, 649 Bridge Road, Richmond, VIC 312	<ul style="list-style-type: none"> • 1 individual per organisation \$1,700.00 • 2 individuals' per organisation \$2750.00 • 3 individuals' from organisation \$3400.00 https://www.nds.org.au/events-and-training/leading-the-ndis-transformation?_cldee=c2hhcm9uLnBvcnRlb3VzQGllcGNwLm9yZy5hdQ%3d%3d&recipientid=lead-a8636074666ee61193c30050568e4073-320d079563534ce7904280c01e8ac05f&esid=83de5a53-efb2-e711-91e7-0050568e2189
16- 17 May, 9:00 am – 4:00 pm	Two-day Better Care Better ACFI training for PSRACs	This two-day training workshop is designed for public sector nurse managers, educators and other nursing staff accountable for resident assessment, care planning and ACFI co-ordination.	Royal Australian College of Surgeons, 250-290 Spring Street, East Melbourne, VIC 3002	Free https://www.eventbrite.com.au/e/two-day-better-care-better-acfi-training-for-psracs-melbourne-registration-38755014291

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		The training will show you how a new evidence based clinical assessment toolkit can help provide great care for residents and ensure your ACFI claims are appropriate, accurate and matched to resident care needs.		
Wednesday, 16 May 2018- Thursday, 17 May 2018,	ATSA Independent Living Expo	The ATSA Independent Living Expo will have over 100 exhibitors displaying a wide range of products and services in assistive technology, mobility solutions, pressure care, employment support, accessible recreation/holiday ideas, modified motor vehicles and a lot more. ATSA Independent Living Expo is open to visitors of all ages, including those with a disability, seniors and their families, friends and carers.	Melbourne Showgrounds	https://www.atsaindependentlivingexpo.com.au/
15 June 2018	Optimising exercise programs for older people to improve balance and prevent falls	Presented by the Centre of Research Excellence in Patient Safety (CRE-PS), this course has been developed by leading falls prevention researchers and health professionals to provide participants with evidence-based practical tools and information on how to design and deliver effective falls prevention exercise programs.	Monash Public Health and Preventive Medicine, Conference Rooms 1, 2 & 3, 553 St Kilda Road, Melbourne VIC 3004	Course fee: \$350 (incl. GST) https://www.monash.edu/medicine/sphpm/teaching/shortcourses/falls-prevention For Fitness professionals, physiotherapists, occupational therapists, medical practitioners, health promotion practitioners, fitness educators, health educators, researchers, academics.