

# PROGRESS towards national aged care reform

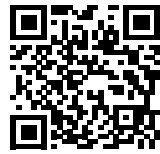
**Following the Royal Commission into Aged Care Quality and Safety, the Australian Government is working to address a number of the key recommendations made in the final report.**

As part of this, The Aged Care Quality and Safety Commission will be introducing some changes to the way all aged care providers will need to meet some newly legislated responsibilities. These changes start on 1 December 2022.



To provide you with more information about these changes, a letter from the Commissioner, **Janet Anderson PSM**, is available on our website.

We encourage all aged care clients to scan the QR code or visit: [www.catholiccarecq.com/acc](http://www.catholiccarecq.com/acc) to access the letter in full.



Australian Government  
Aged Care Quality and Safety Commission

Dear aged care consumer

I am writing to tell you about important changes that will improve the safety and quality of care. You do not need to take any action in response to this letter.

The Australian Government is concentrating on addressing key recommendations of the Commission into Aged Care Quality and Safety.

Some changes start on 1 December 2022. Aged care services will have to meet new powers to make sure that aged care providers meet their responsibilities.

The changes that start on 1 December include:

- Improving the way aged care services are run through stronger governance. This includes residential aged care services asking consumers whether they have a Consumer Advisory Committee to give people who use the services a say in how they are run.
- A new Code of Conduct that describes how the people in charge of aged care services and their aged care workers, must treat people receiving care. The Commission will have powers to take action where a provider or staff member breaches the Code.
- A Serious Incident Response Scheme applying to aged care provided in the community. All providers will need to show that they have a systematic approach to minimising the risk of things going wrong and can respond quickly and effectively if something does go wrong that affects a consumer. Home care providers will be required to report serious incidents to the Commission and take action to make sure they do not happen again. (Residential aged care providers are already required to do this.)

There will be more changes during 2023, including improved Aged Care Quality and Safety Commission.

The Commission will work with aged care providers to make sure the changes are implemented. Your service provider should keep you updated about what they are doing.

You do not need to do anything in response to this letter. We will provide more information for people who receive care and their families closer to 1 December. If you want to touch with us, you can visit our [website](#) and subscribe to the monthly *Aged Care* magazine.

I hope this letter has boosted your confidence that your aged care provider, and the Commission, are working hard to ensure that you will have the best possible experience of care.

Yours sincerely

*J. M. Anderson*  
Janet Anderson PSM  
Commissioner  
31 August 2022

## Also in this issue...



**Social Group  
Updates**



**Feature: Advice for  
Managing Conflict**



**Wonderword  
puzzle**



**Monthly Reflection**

# Making the world *a better place...*

Welcome to the October issue of Chat.

Can you believe that we are into the final stretch of the year already?

Given that we are quickly approaching the festive period, where many people may be starting to think about end of year catch-ups with family or friends, we're looking to provide some helpful advice on a topic that I'm sure we have all had to consider at some point: **managing conflict**. Don's October reflection is also some great food for thought in that space, as the idea of **not playing the blame game** really reinforces the importance of open and effective communication.



Communication is so important in all aspects of life and comes in many forms. From a simple smile between friends on a **social group outing**, to a **letter from the Commissioner** outlining important changes to Aged Care Quality and Safety, open and effective communication has a real part to play in enhancing all of our lives.

I encourage you to take a moment to consider your communication and the communication of those around you. Be it with your family, your friends, your support worker or carer, or even an organisation representative you may speak to on the phone. If we all consider and commit to enhancing our communication where we can, then we each have a small power in helping to make the world a better place.

Until next time,

**Monica Laws**

General Manager Health & Wellbeing Services  
CatholicCare Central Region



## SOCIAL GROUPS

# Hopelessly devoted to Morning Melodies

Our Yeppoon social group was 'hopelessly devoted' to their latest Morning Melodies session thanks to local musicians who decided to dedicate the morning to the late singer, actor and activist Olivia Newton-John, of Grease fame.

Daphne, Charmaine, Lillian, Alex, Isabell, Colleen and Lynette (pictured right) enjoyed the morning of popular ballads followed by a delicious morning tea and barbecue lunch.

If you would like to join the fun, please call our team on **1300 523 985** or visit: [www.catholiccarecq.com/socialgroups](http://www.catholiccarecq.com/socialgroups)



# Managing CONFLICT



## FAMILY SUPPORT

### Dealing with conflict is a very normal part of life.

It is something we all experience at one time or another.

Sometimes, navigating conflict can be a healthy experience as it challenges our existing opinions and beliefs. Other times, navigating conflict can damage our relationships, our physical health and our mental wellbeing.

CatholicCare Family Relationship Educator, **Pauline Watkin**, says that while every conflict situation is unique, conflict with family and friends is more likely to occur when we allow our past to dictate our future.

*"Conflict comes from the emotions that we feel as a result of an event or a situation,"* Pauline explains.

*"Each time we come together with family or with friends, moment by moment, we carry emotional baggage from past events."*

*"These emotions can build up over time, and if not properly managed, can build to create conflict."*

Pauline reminds us that while we cannot change the behaviour of the people around us, we can change the way that we choose to respond.

If you are someone who has quickly become emotional when interacting with certain family members or friends, Pauline says that the best thing to do is to learn to manage your reactions.

If you need to discuss something of importance with a family member or friend and you know that the conversation is likely to cause an emotional response, and potentially, conflict, then the trick to success is to plan ahead.

*"The first thing to do when planning your conversation is to identify your potential [emotional] triggers,"* Pauline explains.

*"We need to remind ourselves to stay calm and not react to those triggers."*

*"Having a plan can help you to keep your guard up and stay committed to remaining calm when engaged in the conversation."*

The second thing to do during the planning stage, Pauline says, is to think about what the reactions of your family member or friend may be.

This step can help you to gain some empathy and understanding toward the other person's opinion.

*"By anticipating and planning for [the person's] reaction and their side of the conversation, you are better prepared for the discussion ahead without feeling triggered,"* Pauline says.

*"It is crucial to always be mindful of your emotions, as each of us are responsible for the way we respond to conflict."*

*"We can't change how others think or feel, but we can learn to control how we respond, by managing our emotional triggers."*

## Need to talk? We're here to listen...

CatholicCare offers professional, confidential and non-judgmental counselling to people from all walks of life. Counselling sessions can be performed in person, over the phone or via video chat.

To find out more or book an appointment, call **1300 523 985**

No one wins at the...

# BLAME GAME

## REFLECTION



**Don Butler** | General Manager Human Resources | CatholicCare Central Queensland

**Let's be honest, we have all pointed the finger at someone at some moment in our lives.**

It seems to be the 'natural' thing to do - blame someone else so that you don't have to shoulder the burden of responsibility.

I, like many of you, recall getting into trouble at school for doing something wrong, and in that moment, I would instinctively respond with: 'It wasn't me Sir, it was him', pointing an accusing finger in the direction of someone else.

Later in life, I read many books, including several written by legendary American college basketball coach John Wooden, that resonated with me and my past experiences with passing the blame.

One of John's quotes has stuck with me for life: "You are not a failure until you start blaming others for your mistakes."

In Romans 2:1, Paul says: "You, therefore, have no excuse, you who pass judgment on someone else, for at whatever point you judge another, you are condemning yourself, because you who pass judgment do the same things."

For many years, I have followed the mantra that if you make a mistake, just own up to it, learn from it and ensure you don't make the same mistake again.



## WONDERWORD

### Gardening Words

- |            |              |             |
|------------|--------------|-------------|
| BEANS      | GREENHOUSE   | RAKE        |
| BEETS      | GROW         | RELAXING    |
| BIENNIAL   | HOES         | ROSES       |
| BROCCOLI   | HORTICULTURE | ROWS        |
| CARROTS    | HOSE         | SEEDS       |
| COMPOST    | HYDRANGEA    | SHOVEL      |
| CULTIVATE  | LILACS       | SOIL        |
| DAISIES    | LILIES       | SPADE       |
| DIGGING    | MARIGOLDS    | SUNSHINE    |
| FERTILIZER | ORGANIC      | TOMATOES    |
| FLOWERS    | PEAS         | TROWEL      |
| FUCHSIA    | PERENNIAL    | TULIPS      |
| GARDEN     | PETUNIAS     | VEGETABLES  |
| GERANIUMS  | PITCH FORK   | WATER       |
| GLOVES     | PLANTING     | WEEDS       |
| GNOME      | RAIN         | WHEELBARROW |

F S W H E E L B A R R O W W H G E G R  
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 O P P I T C H F O R K E C A R R O T S

**Hidden message:** WHERE FLOWERS BLOOM SO DOES HOPE



Need a hint or looking for the solution? Scan the QR code or visit: [www.catholiccarecq.com/wonderword](http://www.catholiccarecq.com/wonderword)