

# Leading Age Services Australia

*A strong voice and a helping hand  
for all providers of age services*



**LASA**  
LEADING AGE SERVICES  
AUSTRALIA  
*The voice of aged care*



# LASA's purpose

LASA is the **national peak body** representing and supporting providers of age services across:

- Residential care
- Home care
- Retirement living

Our **purpose** is to enable a high performing, respected, and sustainable age services industry delivering accessible, affordable, quality care and services for older Australians.

We **represent** our Members by advocating their views on issues of importance, and influencing public policy for the benefit of our industry and older Australians.

We **support** our Members by providing information, services, training and events that enhance their performance and sustainability.

Our industry experienced and dedicated staff have strong **relationships** with our Members, providing practical and timely support — available on the ground or just a phone call away.

***We are dedicated to delivering leadership and support to our Members in a time of unprecedented change in our industry.***

# LASA's Membership

We represent providers of age services of **all types and sizes located across Australia's metropolitan, regional and rural areas.**

Consistent with the overall industry profile, **57% of our Members are not-for-profit providers, 33% are for-profit providers and 10% are government providers.**

Our **diverse and representative membership** gives LASA the ability to speak with credibility and authority on issues of importance to older Australians and the age services industry.



# LASA membership enables you to...

- Keep up to date as our industry transforms
- Make informed decisions in times of change
- Have your say and make your voice heard
- Realise value for money

*"An operator can get on the phone to an advocate in Canberra, who talks to the department, gets the issue resolved and then comes back. There's no other industry where you can get that, let alone another provider in this industry."*

*Nick Loudon, Seasons Aged Care*



# LASA membership provides

## Industry news and information

We provide Members with **timely insight and intelligence** into the key issues for the age services industry, and help you understand what this means for you.

As a Member you receive:

- Daily media monitoring service via direct email to Member CEOs
- Fortnightly LASA eNews
- CEO communique
- Regular eNewsletters on Residential Care, Home Care, Retirement Living and Employment Directions
- Quarterly Fusion magazine
- Breaking news alert service
- National program of industry briefings and networking events
- Regular industry reports, analysis and information
- Legislative update service
- Thought leadership articles from LASA, our Members and other experts



*"You get information, you get it in a timely fashion, but you also get that information interpreted so you actually understand what the implications are for your particular organisation."*

*Robert Orie, Sir Moses Montefiore Jewish Home*

# you with...

## Advocacy and influence

LASA engages with **federal and state governments**, representing a united membership base to influence policies and decisions affecting the age services industry.

As a Member you are represented by:

- Our experienced Policy and Advocacy team, based in Canberra, providing daily engagement across all levels of government
- State Member Advisory Groups, including Home Care, Residential Care and Retirement Living (open to Member participation)
- National Advisory Groups, including workforce relations, special needs, rural and remote issues, residential aged care funding (open to Member participation)
- Effective input into national, industry leadership groups, including the Aged Care Sector Committee and National Aged Care Alliance
- Participation in LASA's 'invite only' policy forums and discussions

*"LASA as an organisation has the impetus now with the politicians to let our voice be heard and to affect change, which is what we need for the industry to grow, to get better, and to progress further."*

*Jennifer Stuart-Smith, James Milson Village*

## Advice and support

Our **dedicated team** provides one-to-one support on industry issues across all aspects of home care, residential care, and retirement living.

Help is always on hand, from our:

- Principal Advisors and State Managers
- National 1300 phone helpline
- Dedicated employment relations advisory service
- 'Member to Government' problem solving service



# LASA Members also receive and discount offers for a

## Conferences and events

Our comprehensive calendar of events gives Members opportunities for **networking, learning and exchanging ideas** all year round, including our:

- National Congress
- State Conferences
- Care & Ageing Expo (WA)
- Full day seminars on Residential, Retirement Living, Home Care, & Employment Relations
- Workshops on key operational activities e.g. ACFI, quality accreditation, workforce development, and governance
- National webinar program
- Regional forums across Australia

## Industry awards

LASA's **Excellence in Age Services Awards** promote and recognise excellence across all fields of the age services industry.

Nominations are reviewed by a panel of industry experts, with finalists and winners decided at a state level for outstanding:

- Organisations
- Teams
- Individuals

State level winners progress as finalists to the national awards, presented annually at LASA's National Congress.

## Discounts and promotions

LASA's extensive network of Affiliates and our **LASA PurchasePOWER program** offer significant discounts and promotions on everyday products and services that deliver direct savings to our Members.

The discounts on products and services are exclusive to LASA Members.

**Our goal in providing this service to Members is simple – we use our collective purchasing power to help you save money.**

The savings afforded through LASA PurchasePOWER mean you can recoup the full cost of your annual LASA membership fee, each year.

This makes LASA membership a valuable and value-adding investment for our Members.



# exclusive access wide range of services...

## Training and development

LASA's **Training Institute** delivers a range of vocational qualifications and skill sets for the age services workforce.

Our accredited and non-accredited training and professional development ensure your staff have the skills they need to succeed.

Training options include:

- Industry specific business and community service qualifications (e.g. Level III & IV certifications, diplomas)
- Tailored learning support to meet the needs of Members and students
- Ongoing enrolments throughout the year and trainers available Monday to Friday for assistance and coaching

*The 2017 Student Outcomes Survey from the National Centre for Vocational Education Research found 96 per cent of LASA students secured employment following their graduation, well above the national average of 78 per cent.*

[www.ncver.edu.au/data/collection/student-outcomes](http://www.ncver.edu.au/data/collection/student-outcomes)

## Business support

Our Business Support Services are delivered by our national team of industry experienced, business services professionals.

The team is dedicated to improving your business performance and sustainability, while minimising risk to your organisation and reducing your costs.

Our services include:

- **Consulting services** (including ACFI audits and appeals, pre-accreditation 'health check' audit, employment relations)
- **Payroll processing** (including rostering, superannuation, time and attendance capture, and payments)
- **Claims and billing processing** (including payment claims, BOND and RAD reports, direct debit facility, etc)
- **Financial services** (including budget preparation, GST reporting, financial statement preparation, etc)

*"LASA provides access to great talent in the form of its business advisory services."*

*Cynthia Payne, Summit Care*

# Not yet a member of LASA?

LASA's dedicated, industry experienced team, works closely with all Members to deliver outstanding service and value through:

- Member advice and support
- Policy and advocacy
- Conferences and events
- Workforce training and development
- Business Support Services
- Employment Relations
- Industry innovation
- LASA PurchasePOWER
- Excellence in Age Services Awards

**Join LASA for a strong voice and  
a helping hand in times of change.**



**LASA**

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AUSTRALIA**

*The voice of aged care*

## Want to know more?

Contact the LASA Member  
Support Team on

 **1300 111 636**

 **members@lasa.asn.au**

 **lasa.asn.au**