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Service Portal News Bulletin

The Statewide Behaviour Intervention Service (SBIS), Clinical Innovation and Governance, Ageing, Disability and Home Care would like to announce the release of the

Clinical Formulation Practice Guide:

A collaborative approach

This guide presents a person centred interdisciplinary interagency approach to clinical formulation. It is designed to offer guidance and ideas to practitioners supporting people with disability and complex support needs.

You can access the link to the Clinical Formulation Practice Guide [HERE](#)

For more information please email: SBIS.ADMIN@facs.nsw.gov.au

For further information, contact 1300 136 067 or email portal@facs.nsw.gov.au

Visit the Service Portal at www.portal.facs.nsw.gov.au

Future reform – an integrated care at home program to support older Australians

Dear Service Provider

The Government is committed to working with the sector on improving the aged care system.

This discussion paper seeks your views on how future reform can best support older Australians to remain living at home and in their communities.

Your feedback will be used to inform government decisions on an integrated care at home program.

While some suggestions for reform are outlined in the paper, no decisions have been made about specific program or implementation arrangements.

How to make a submission

1. Download and read the [discussion paper](#) which is available through this link (please scroll down to the bottom of the page);
2. Download and complete the submission template; or,
3. Click on this ['Make a submission'](#) link and upload your completed submission (in .pdf, .doc, or .docx format).

Submissions will close on **21 August 2017**.

Please email your submission and direct all enquiries to: agedcarereformenquiries@health.gov.au.



**Community
Grants Hub**
Improving your grant experience



Funding Open for Application

The Australian Government is inviting applications via an open competitive process to deliver services under Families and Communities Program /Strong and Resilient Communities from 1 April 2018 to 30 June 2021 for the following two grant rounds:

1. Strong and Resilient Communities - Inclusive Communities Grants
2. Strong and Resilient Communities - Community Resilience Grants

Strong and Resilient Communities - Inclusive Communities Grants aim to increase the social and economic participation of vulnerable and disadvantaged individuals and families within their communities and enhance their life-time wellbeing and sense of community belonging.

Strong and Resilient Communities - Community Resilience Grants aim to build strong, resilient and cohesive communities to help make Australia more secure and harmonious as a whole. This will be done through providing grants designed to address issues in communities that show potential for or early signs of low social cohesion, and/or racial, religious or cultural intolerance.

Applications for both grant rounds close at **2pm AEST Wednesday 23 August 2017**

Further information about eligibility and how to apply are available on [GrantConnect](#) and the [Community Grants Hub](#) websites.



Jump online to Become A Leader!

Become A Leader is a new e-learning tool that will help you be a leader in your life and in the community around you. We're running classes to get you started on your leadership journey.

Learn about:

- Leadership
- Asking for what you want
- Making changes
- Working with others

Where:

West Tamworth Leagues Club
58 Phillip St, West Tamworth, NSW 2340

When: Wednesday 30 August

Time: 10.00am – 2.30pm

Registrations are essential as spaces are limited.

If you have your own iPad or laptop please bring it along!

[Register here](#)

If we can provide any support for you on the day please let us know.
Please share this flyer with everyone in your networks!

Other ways to get involved:

My Learning Matters– Our e-learning tool designed to help you get the most out of the changing disability support system and plan and set goals for the future www.mylearningmatters.org.au

CID Connect - our online peer support network where people with disabilities and those who care for and support them can come together to get support, ask questions and learn about the changes to the disability support system in Australia. www.cidconnect.nswcid.org.au

Please contact us if you've got any questions, or just register - we look forward to seeing you there!

Best regards,

My Choice Matters

Level 2, 418a Elizabeth Street
SURRY HILLS NSW, 2010

Phone: 1800 144 653



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You are receiving this email because you are on our mailing list.

Our mailing address is:

My Choice Matters
Level 2, 418A Elizabeth St
Surry Hills, NSW 2010
Australia

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July 2017

**QUALITY
STANDARD**
monthly newsletter



Australian Government
Australian Aged Care Quality Agency



[New Computer Assisted Audit Tool](#)



[Message from the CEO](#)



[CRIS Consultation](#)



[New Quality Surveyor Handbook](#)



[Consumer Experience Reports](#)



[Better Practice Conference & Awards Reception Event, Sydney, Aug 17](#)



[In Brief: A quick overview of new campaigns and resources](#)

- Care at home consultation
- Innovation grants
- Dr Allen Power masterclass
- And more



[Quality Agency Education](#)

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Family &
Community Services
Ageing, Disability & Home Care

Service Portal News Bulletin

The NDIS is now available across NSW

Dear provider

As you would be aware, the NDIS began rolling out in areas across NSW from 1 July 2016.

Now, as of 1 July 2017, the NDIS is rolling out across the rest of the state including into the following areas:

- [Illawarra Shoalhaven](#)
- [Mid North Coast](#)
- [Murrumbidgee](#)
- [Northern New South Wales](#)
- [South Eastern Sydney](#)
- [Sydney](#)
- [Western New South Wales](#)
- [Far West](#)

More than 54,000 people with disability have transitioned to the NDIS over the past 12 months and July is an important milestone as the NSW Government continues to deliver this important State priority.

Over the next four weeks there will be a continuation of the public awareness information push called Take Charge of your future promoted on websites, social media, in local newspapers and on radio and regional TV. Take Charge of Your Future shares stories of people who have joined the NDIS, and encourages people with disability in NSW as well as their families and carers to find out about how and when the NDIS is rolling out across NSW.

We also encourage you to visit our NSW NDIS website at www.ndis.nsw.gov.au which has the latest information and resources on:

- how the NDIS is rolling out in NSW
- building capacity in the sector
- variation to block funding arrangements.

There are also many other resources on the website for people you support as well as their families and carers. These resources also come in a range of community languages and resources for Aboriginal and Torres Strait Islander people.

You will continue to receive separate information on funding arrangements and we also encourage you to access the portal which has the most up to date information.

Regards,

Samantha Taylor
Executive Director, NDIS Implementation

For further information, contact 1300 136 067 or email portal@facs.nsw.gov.au

Visit the Service Portal at www.portal.facs.nsw.gov.au



Delicious desserts for all occasions
Discover how we can make a difference to your menu

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FREE SAMPLE**

Latest News



[Concerns over value for money top home care complaints: Commissioner](#)

Some 23 per cent of complaints to the Aged Care Complaints Commissioner now relate to home and community-based care services, up eight per cent since 2015, the latest data shows.



News in brief

In this news wrap-up, COTA Australia announces end of Home Care Today project, while CTO names new head of community transport peak.



Why carers are still core business

The shift to increased client control in home care risks pushing family carers to the background, writes Cathy Duncan.



Experts to gather to share latest in active ageing

Learning the lessons from overseas on reablement and reflecting on the early rollout of the Short-Term Restorative Care program are among the topics to be discussed at the forthcoming Active Ageing Conference 2017.

Are you a business or organisation seeking approval to provide government subsidised home care packages?
Are you an Approved Provider seeking assistance with developing your strategic and operational requirements?

GREEN SEA SHELL CONSULTING

Green Sea Shell Consulting brings insights, learnings and 20 years' expertise to help you build a successful, competitive, sustainable home care business in the newly deregulated marketplace.

Call today for a free initial consult on 0402 097 866 or email us at: info@greenseashell.com.au

Events

Presented by Australian Ageing Agenda Advertisers



[Quality Agency Education – Courses and workshops](#)

Jun 1 2017 – Jan 31 2018 all-day

We deliver a contemporary and comprehensive education program to support continuous improvement and performance against the Standards that can support you in this current reaccreditation round.



[Building a Quality Community Services Workforce](#)

Jul 19 – Jul 20 all-day

Building a Quality Community Services Workforce Conference 19th & 20th July 2017. Recruit and retain an agile workforce to meet consumer demand.



[Better Practice 2017: Rethinking Aged Care – Discover, Connect, Create](#)

Jul 20 – Oct 13 all-day

Conference for the aged care community – home care, residential aged care, general practice, allied health, researchers, consumers and consumer advocates.



[Australia's Future of Aged Care Summit](#)

Aug 29 – Aug 31 all-day

Join Australia's leading aged care providers and discover how you can drive financial stability in aged care through new service delivery models and business designs.



Aug 30 @ 8:30 am

Now in its third year, the Active Ageing Conference shares the latest evidence on restorative care, reablement and wellness to support older people to live independent, healthy and productive lives.



[Australian Palliative Care Conference 2017](#)

Sep 6 – Sep 8 all-day

The Australian Palliative Care Conference (September 6-8) is the pre-eminent event for anyone who is interested in quality care at the end of life.



[2017 ACSA National Summit](#)

Sep 12 – Sep 14 all-day

The 2017 Aged and Community Services Australia (ACSA) National Summit will be held Tuesday 12 – Thursday 14 September 2017 at the Cairns Convention Centre.



[LASA National Congress 2017 – Ahead of the Game](#)

Oct 15 – Oct 18 all-day

LASA's National Congress, Ahead of the Game, Age Services - strong, bold, brave will be held on the Gold Coast 15-18 October. 2017.



[ITAC – Information
Technology in Age Care](#)

Nov 21 – Nov 22 all-day

ITAC 2017 - Navigating the
Future: 21 & 22 November
2017

OSS eNews with the latest from the community sector

[View this email in your browser](#)



Full program released for Investing in Communities!

Have you registered yet for [Investing in Communities: NCOSS Regional Conferences](#)? The [full program](#) has now been released!

This exciting regional conference series will be an opportunity to:

- Shape NSW peaks advocacy priorities for action, policy and solutions for change
- Hear from a local Minister/Shadow Minister
- Meet your local regional Members of Parliament
- Showcase local initiatives
- Network across local leaders and community
- Build your capacity through workshops

Attendance is **FREE** for **NCOSS members**. Find the conference closest to you below and register today:

18 July - [Coffs Harbour](#)

25 July – [Orange](#)

31 July – [Kiama](#)

8 August – [Parramatta](#)

15 August - [Newcastle](#)

22 August - [Wagga Wagga](#)



NCOSS full Budget Analysis available

If you couldn't make it to the annual NCOSS post-Budget Breakfast, read about what the NSW Budget will mean for the social sector and



Our first Women's Budget Statement

As part of our 2017-18 Budget Analysis, we recommended that the NSW Government introduce a Women's Budget for the state. This

our communities. On the whole, last week's Budget was at best a lukewarm commitment to investing in social infrastructure. [Find out more](#)



Retail electricity that delivers better outcomes for vulnerable people

NCOSS made a submission to the Independent Pricing & Regulatory Tribunals' (IPART) annual review of the operation of the competitive retail electricity market in NSW. We believe a retail electricity market that doesn't work for the most vulnerable in our community is a failing one. [Read submission](#)



will enable the government to assess the implications of the budget, for men and women, in all their diversity. [Read statement](#)



Healthy Weights: Community Sector Forum recap

Supporting vulnerable children to be a healthy weight is an issue of significant concern for our sector, judging by the attendance at a forum last Wednesday hosted by NCOSS, in partnership with Uniting and Cancer Council NSW. [Read more](#)



NCOSS CEO Tracy Howe speaking at Mrs V Shift - a Sydney event and mini expo

Mrs V Shift on 7 September 2017 will be a day

Increasing social connection for older people from marginalised communities

Inclusive and connected communities is a priority area under the NSW Ageing Strategy. NCOSS brought together members and stakeholders to discuss the barriers and enablers to social connection for older people from marginalised communities and to shape a plan for a systemic response. [Read the scoping paper](#)

of amazing women and men panellists, video presentations, access to state of the art products, a choir and a life changing workshop to transform your life, whatever your age! For Women 40+ yearning to create a shift in success in work, love and spirit - women of all ages welcome! [Register now](#)



Our Sector

Advocacy and government control

Using funding as a way to control advocacy is not just an issue in Australia. The Lobbying Act in the UK with associated and extensive red tape provisions is now being seen as requiring, at the very least, significant reform with one leading environmental group describing it as a “democratic car crash” David Crosbie, Community Council of Australia recommends [Avoiding a Democratic Car Crash](#) and to fight for our right to advocate and defend democracy.

Valuing and using complaints to your advantage

[Learn to love complaints, it's free feedback](#). The simple advice is respond quickly, clearly and flexibly. The Victorian Ombudsman's new good practice guide for complaints relating to human rights issues is designed to help state and local government agencies effectively deal with these complaints. However, it is just as relevant to community service organisations.

Defending democracy

The Australian Human Rights Commission president Professor Gillian Triggs at Progress 2017 launched [Defending democracy: Safeguarding independent community voices](#). At a time when the outcome from the review of the Deductible Gift Recipient tax status could be the silencing of the environmental movement, this report is very timely.

Impact investing – Who can benefit?

What are the opportunities for investment in non-profit organisations? Recent work suggests that the

possibilities are broader than first imagined. [Pushing the Boundaries of Impact Investing](#) looks at global health research and development where nonprofit organisations appear to be having success in attracting impact investment.

[Check out more sector news](#)

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Aon are the approved insurance partner for NCOSS

AON
Empower Results*

ncoSS
Community Jobs Board

Community Noticeboard

Join the Make Renting Fair campaign

Over 2 million people or over a third of all households rent their homes in NSW, but renters face great uncertainty and constant upheaval due to the lack of security they face in the private rental market. NCOSS is a signatory of the Make Renting Fair campaign in NSW, which calls on the State Government to improve security for renters in NSW by requiring landlords to provide a good reason if they want to evict someone from their home. [Visit the website](#), or follow the campaign on [Facebook](#) and [Twitter](#).

\$200,000 Grants available for homelessness or domestic and family violence

Community Sector Banking has launched the theme for its 2017 Social Investment Grants Program, which is focused on building resilience and capability in people experiencing homelessness or domestic and family violence. The total grant pool available for this year is

\$200,000. Grant applications open on 10 July. [Find out more](#)

Online survey for organisations that provide foster care and kinship care

The Institute of Child Protection Studies (ICPS) at the Australian Catholic University is asking organisations that provide foster and kinship care to complete a short survey about approaches to recruiting carers, supporting carers, existing models of care and case management, and where possible, evaluations of outcomes. [Complete the survey](#)

Step Together Countering Violent Extremism (CVE) Community Advice and Support Service

The NSW Government has launched a free telephone and online support service, Step Together, which will offer advice and information about violent extremism for concerned family, friends and peers, before it becomes a law enforcement issue. Calls will be answered by human service professionals with training in violent extremism. The focus will be on providing information and referrals to local supports. The hotline number is 1800 875 204 and the website is [available here](#)



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You are you work for an organisation that is a member of NCOSS.

Our mailing address is:

NSW Council of Social Service (NCOSS)
Level 3, 52-58 William St
Woolloomooloo, NSW 2011
Australia

[Add us to your address book](#)

[View this email in your browser](#)



Disability Services Consulting

Australia's leading NDIS Consultants

disabilityservicesconsulting.com.au

New NDIS Price Guides are here!

The 2017/18 NDIS Price Guides are hot off the press. Evie outlines what you need to know about this long anticipated update.



[Read more](#)



NDIS Consulting

We live and breathe the NDIS. Whether you need support in NDIS strategy, readiness, transformation, business modelling, training or anything NDIS related, DSC can help. Need subject matter expertise on disability housing, employment or support coordination? [Contact us](#) to find out how we can best work together.

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Regards,

Samantha Taylor
Executive Director, NDIS Implementation

For further information, contact 1300 136 067 or email portal@facs.nsw.gov.au

Visit the Service Portal at www.portal.facs.nsw.gov.au

[View this email in your browser](#)

ACSA Member Update

Dear Members,

ACSA is excited to announce the launch of our new **Member Advice Line and Email**. As a truly national organisation, members from anywhere in the country will now be able to contact one single number or email address to get the advice or information they need from ACSA.

Phone: **1300 877 855**

Email: [**memberadvice@acsa.asn.au**](mailto:memberadvice@acsa.asn.au)

This service will be live from 12:00pm AEST Monday 3 July 2017.



What we have been up to!

Robyn has been providing training on Elder Abuse for New England Sector Support team (NESST) across the New England. This training is highly beneficial for services working in the aged and community care sector and helps staff and volunteers to be more aware of abuse, and of how to identify abuse and what to do about it.

Along with attendance at an NDIS conference in Ballina, Robyn and Susie both attended a conference in Brisbane recently in Community Care Business Transformation and Innovation. We learnt about some great ideas in digital technology and listened to some brilliant speakers including Dr Karl Kruszelnicki.

We have completed eight Disability Inclusion Action Plans for NSW Councils, many of

which have been adopted by Councils and are already implemented in their Strategic and/or Operational Planning processes. We are keen to see the outcome of local governments' commitment to disability inclusion through this process into the future.

Can we help your organisation?

- **Do you need your policies reviewed?**
- **Someone to review your organisation's systems and processes?**
- **Need to get your organisation up to speed for a Quality Review, Third Party Verification or another audit?**
- **Someone to file and archive all your old records?**
- **Are you getting ready for the NDIS?**
- **Would you like to be kept up to date with new and existing grant opportunities?**
- **Or someone to help you apply for funding?**

Strategy to Action is able to ‘do the paperwork you don’t have time to do’!

Give Robyn (0429848765) or Susie (0438375252) a call to chat about where we

might be able to help you.

Or you can email us:

robyn@strategy2action.com.au
aususie@strategy2action.com.au

Check us out on our

website www.strategy2action.com.au

or Facebook

page www.facebook.com/strategy2actionNSW

Grants Available

Applications are open for Celebration Grants from Multicultural New South Wales for events and festivals that celebrate cultural diversity and promote social cohesion and community harmony. The grants offer up to \$5,000 and are available to non-profit sharing community organisations and local councils.

Applications close July 3 http://multicultural.nsw.gov.au/grants/celebration_grants/

The Financial Literacy Australia (FLA) Grants program supports not-for-profit organisations to advance financial literacy in Australia. A total of \$1.5 million is

available through the FLA “open grants” program for organisations such as community and consumer groups, educational institutions and local government bodies.

Expressions of Interest by 30 June <http://finlit.org.au/grants/>

Jetstar's Flying Start Program offers grants of \$15,000 cash plus \$15,000 worth of travel to community groups and organisations from across Australia. Applications are now open for grants to fund projects that will enrich the lives of people in their local community. Entry is open to not-for-profit community groups and organisations of any size who are seeking funding for a project that will help enhance the lives of people in their local community. Applications close 30

September <http://www.jetstar.com/au/en/flyingstart#home>



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The Department of Health

CHSP – update for service providers

- [CHSP acquittals 2015-16](#)
- [CHSP Quarterly Milestone Payment](#)
- [Indexation payments for 2017-18](#)
- [Data Exchange update](#)
- [CHSP extension to 2020](#)
- [WA HACCC transition update](#)
- [New Assistance with Care and Housing \(ACH\) Sub-Programme webpage and factsheet](#)
- [Building connections with RAS](#)
- [Keep your service information up to date in My Aged Care](#)
- [Please be aware of your responsibilities](#)

CHSP acquittals 2015-16

Please submit any outstanding acquittal documentation (Financial Statutory Declarations and Service Stocktake Reports) as soon as possible, as you are aware, your previous acquittals and Service Stocktake Reports were due to the department 30 October 2016. To avoid processing delays, please ensure all documents are completed correctly and included.

Providers with underspends from the 2014-15 HACCC acquittals will receive a tax invoice from their local Grant Agreement Managers shortly.

When completing your mandatory reporting requirements please refer to our [resources, including the CHSP guidelines and manual](#).

CHSP Quarterly Milestone Payment

Your next quarterly milestone payment is due on 1 July 2017. In your comprehensive grant agreement it states that the department will make payments

on the first available business day. Due to 1 July 2017 being on a Saturday you may not receive your payment until Monday or Tuesday next week.

Indexation payments for 2017-18

The first indexation payment for 2017-2018 will be applied to the October 2017 milestone payment and each subsequent milestone payment in 2017-18 (October 2017, January 2018 and April 2018).

Indexation amounts are paid on top of the base level of funding included in your funding agreement. The indexation amount must be included in any financial acquittal reports your organisations are required to complete and submit for the end of financial year reporting. Indexation will not be included in your July milestone payment under the 2017-2018 CHSP funding agreement.

If you have any questions please contact your local Grant Agreement Managers.

Data Exchange update

Reporting deadline

The CHSP is one of many government programs that use the [Data Exchange](#) for performance reporting. The Data Exchange reduces reporting requirements for providers that deliver across multiple programs that report on the Data Exchange.

Data for the period 1 January 2017 to 30 June 2017 must be entered into the Data Exchange by 30 July 2017.

Please remember that you can enter data progressively throughout the reporting period. This may help you become familiar with the system and meet the mandatory reporting deadlines.

Phase 2 of the client survey

Under the Data Exchange, service delivery information is collected in two ways. Information can be collected:

1. from service providers' clients collected from client surveys
2. from service providers who choose to participate in the partnership approach.

After considering the feedback from the sector, the Department of Social Services has decided to move to a second phase of the pilot for client surveys. This second pilot will run from 1 July to 31 December 2017 and:

- give providers an opportunity to test a shorter version of the survey with clients
- allow providers to give further feedback to the sector
- prepare for the launch of the mandatory client survey.

Please invite CHSP clients to participate in the second phase of the pilot for the client survey which collects information about the services they are receiving.

This is a great opportunity to collect important information from your clients about how your services are delivered.

For more information and to participate in the survey, email myservicemystory@dss.gov.au.

Partnership Approach

Service providers will be able to use a new approach to record client outcomes known as Standard Client Outcomes Reporting (SCORE) as part of the partnership approach.

SCORE is designed to help measure client change linked to service delivery over time. This will allow you to have more informative and added value to your data about the services you provide in your business.

Service providers participating in the partnership approach have access to an additional suite of sophisticated info-graphic self-service reports.

The recent webinar about the Partnership Approach and the client survey will be available on the Data Exchange website shortly.

We encourage you to participate in the [Partnership Approach](#).

Further information

[Subscribe](#) to the Data Exchange mailing list to receive general updates and notifications.

For access and technical assistance, contact dssdataexchange.helpdesk@dss.gov.au or phone 1800 020 283 between 8.30 am and 5.30 pm Monday to Friday.

For assistance in how to report CHSP services in the [Data Exchange](#) contact your Grant Agreement Manager.

CHSP extension to 2020

Announced on 9 May 2017 as part of the 2017-18 Federal Budget, the Australian Government has agreed to extend funding arrangements for the CHSP from 1 July 2018 - 30 June 2020. New funding conditions will be negotiated with existing CHSP providers for the extension. The new conditions will deliver more choice for consumers, and a greater focus on supporting independence and wellness from 1 July 2018.

The details of the new conditions will be developed in consultation with the sector in the coming months.

Please refer to the [FAQs](#) about the extension for further information.

WA HACC transition update

WA HACC services for older people will transition to the CHSP from 1 July 2018. Eligible HACC service providers will be offered a two-year CHSP funding agreement to 30 June 2020.

The department is working closely with the WA Government on the transition arrangements and both governments are committed to a smooth transition to the new arrangements.

The Commonwealth and WA Government are finalising the split of funding for services to clients aged over 65, which will transition to the CHSP, and services to clients aged under 65 years, which will be retained by the WA Government. WA HACC service providers will be advised of their indicative funding split in June 2017.

The [WA HACC webpages](#) will be updated as information becomes available.

If you have any question about the WA HACC transition, please contact WA.HACC.Transition@health.gov.au.

New Assistance with Care and Housing (ACH) Sub-Programme webpage and factsheet
To assist with inquiries about the ACH sub-programme a new [ACH webpage](#) and [ACH factsheet](#) containing FAQs has been created that you can print for you and your clients.

Building connections with Regional Assessment Services (RAS)

While the separation of assessment from service delivery for the Commonwealth Home Support Program (CHSP) is a key feature of the implementation of My Aged Care, it remains important that CHSP and RAS providers build and maintain effective working relationships so they can provide their clients with the best possible outcomes. These relationships help assessors and clients to consider all service options when developing a support plan.

RAS organisations can access service provider contact details in the My Aged Care Service Finder. Service providers will find the name of a client's assessing outlet in the 'Plans' tab of the client record.

A list of all RAS providers according to the Aged Care Planning Regions which they cover across all states and territories (excluding Victoria and Western Australia) can also be found on the Department of Health website. The Victorian RAS is managed by the Victorian Department of Health and Human Services.

Keep your service information up to date in My Aged Care

It is essential that your service information in the My Aged Care provider portal is up to date and accurate.

This helps because:

- older Australians seeking your services can receive the support they need in a timely manner
- information in the provider portal is publicly displayed on the service finders on myagedcare.gov.au
- information is used by the My Aged Care contact centre staff and assessors to refer clients for services.

Please be aware of your responsibilities

It is important you are aware of and complying with your responsibilities under your funding agreement with the department. Chapter 5 of the CHSP Manual lists the documents that outline requirements you must comply with. This section of the manual also outlines service provider and departmental responsibilities relating to the administration of the programme including:

- quality arrangements (Section 5.1)
- funding arrangements (Section 5.2)
- reporting requirements (Section 5.3).

It is the department's responsibility to:

- ensure that the outcomes contained within the Programme Guidelines are being met
- evaluate the provider's performance against the CHSP outcomes
- assess service activity, financial accountability and quality reports
- undertake follow up activity as necessary.

You are also expected to have a documented and publicly available client contribution policy that aligns with the CHSP Client Contribution Framework. Your client contribution policy should be available for clients to access.

The guide is available to download from the [department's website](#).

Ageing and Aged Care Group
Department of Health



The
Department
of Health

Get involved in the review of aged care quality regulation

You are invited to share your experiences on the Commonwealth's aged care quality regulatory processes. This independent review is to see how well regulation protects older people receiving aged care.

Ms Kate Carnell AO and Professor Ron Paterson ONZM are leading the review.

They want to hear from:

- consumers
- their families
- carers
- aged care organisations
- staff of organisations
- other professionals in the aged care sector and related sectors.

The call for submission closes on 24 July 2017. Please note that late submissions will not be accepted.

Please share this invitation with any individual or organisation who may be interested in taking part.

For information on the review and how to get involved, visit the [department's website](#).

**Ageing and Aged Care Group
Department of Health**

[View this email in your browser](#)

SW MAP Officer role being recruited!



Now recruiting NSW MAP Officer.

Dear partners and esteemed
colleagues,

I would like to inform you that I will
be vacating my position as the
NSWMAP officer as of the 10th July
2017 and will be taking on board
another role within the ECCNSW.

My new role will continue to work in
partnership with the MAP network,
Sector Support and Development,
ageing stakeholders and providers
across NSW which is incredibly
exciting.

For current partners and
collaborators working with the
NSWMAP program, the programs
and initiatives will be maintained and
supported until the new NSW MAP
officer is recruited and onboard the
ECCNSW team.

**The NSW MAP position is now
being advertised. Please find
position description and job ad
linked below.** Please feel free to
disseminate to your networks.

[MAP Position Description](#)

[MAP Position Job Ad](#)

If you have any questions please do not hesitate to contact me or ECCNSW CEO Ms Mary Karras mary.karras@eccnsw.org.au

I thank you once again for the opportunity to work with you and for the spirit in which we have collaborated and partnered on various projects and initiatives and look forward to continuing this valuable work together with the new NSW MAP officer.

Kind regards

Terrie Leoleos

NSW Multicultural Ageing and Disability Access Officer

Ethnic Communities Council of NSW
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