



NESST (New England Sector Support Team) Newsflash

Dear All,

Hello happy reading 😊

Wendy Allingham - [Office Manager](#)

New England **Sector Support Team**



Phone: 02 6772 3590



The
Department
of Health

Data Exchange re-opening and ‘Handshake solution’

The Data Exchange system will re-open from 1 March 2018 until 31 March 2018 for CHSP funded organisations only. This will give CHSP organisations the opportunity to correct and ensure the completeness of their data for the 1 July 2017 to 31 December 2017 reporting period.

During this time, organisations should review:

- Outputs reported align with the [Data Exchange Protocols Appendix B](#) guidance.
- There are minimal ‘unidentified clients’ recorded.
- Data has been reported for relevant outlets.

In future reporting periods, the Data Exchange will not be re-opened after the close date. CHSP organisations are encouraged to upload data early and frequently to ensure it is complete and accurate before the end of the period.

Organisations that bulk upload data or upload data via system-to-system transfer are reminded that they can use the Data Exchange staging environment to identify any upload issues prior to submitting data.

The ‘Handshake Solution’

A new data sharing feature, known as the 'handshake solution', is now available. This is a virtual agreement between lead organisations and their delivery partner(s) to allow sharing of data through the standard Data Exchange reports.

For more information, view the [Handshake Task Card](#).

More information

- For access to the Data Exchange and technical assistance contact dssdataexchange.helpdesk@dss.gov.au or phone 1800 020 283 between 8.30 am and 5.30 pm (AEDT) Monday to Friday.
- For help with reporting CHSP services in the Data Exchange contact your Grant Agreement Manager.
- For more information visit the [Data Exchange website](#).
- You can also [subscribe](#) to the Data Exchange mailing list to receive general updates and system notifications.

Department of Health

Click [here](#) if you are having trouble viewing this message.

**RESOURCES
UPDATE**

NDS National
Disability
Services

Resources, tools and products for the disability sector

This week we spotlight four partnerships in our membership benefits program. Hear from TickForce's General Manager of Business Development, Grant Thomas, on how its platform can support your organisation, and find out how the NDS Quality Portal can help you navigate the NDIS Quality and Safeguarding Framework. Finally, don't miss out on our ongoing member deals – discounted office products and access to specialist insurance and risk management advice.



[Get workforce ready](#)

TikForce's Grant Thomas, General Manager of Business Development, answers three of his most frequently asked questions about how the TikForce platform can support the disability sector.

[Read more](#)



[Navigating the NDIS Quality and Safeguarding Framework](#)

Every organisation's quality and risk management needs are different, but here's how the NDS Quality Portal can help.

[Read more](#)



[OfficeMax](#)

Access products discounted up to 25 per cent - including stationery and office materials, technology needs, medical, cleaning and kitchen supplies, furniture



[Insurance and Risk Management](#)

Access specialist insurance and risk management advice for the disability sector with Gallagher, the endorsed

and more.
[Read more](#)

insurance broker for NDS.
[Read more](#)

ACSA Member Update | 26 February 2018

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ACSA Member Update

A message from Sara Blunt, ACSA Chairperson

ACSA Meeting with Ken Wyatt, Minister for Aged Care and Indigenous Health

Dear Members,

I am writing following a visit to Parliament House with Pat Sparrow last week. Thank you to those who gave feedback on our priority order, much appreciated.

It was great to be with Pat when visiting parliamentarians as her knowledge and connections are impressive. Pat navigated through the maze of Parliament House, acknowledging the many people of all political persuasions she is recognised by.

We met with Ken Wyatt, Minister for Aged Care and Indigenous Health and discussed with him the concerns raised by members. In particular ;

- Increased investment in home care to reduce the 100,000 waiting list for packages as well as addressing allocation issues (consumer decision time and treatment of unspent funds) and the assessment process;
- Funding sustainability and increasing payment for those consumers who can afford to contribute more to the cost of their care;
- Right-sizing regulation rather than just adding additional reporting which doesn't advance the quality of care
- Addressing viability for rural and regional providers and rethinking the funding and service models that work in those areas;
- Equity of access to health – including mental and oral health - services for aged care residents

Minister Wyatt acknowledged the issues and impact on providers and Pat and I shared real examples from member services highlighting the importance. Pat provided clear evidence on the funding pressure of our members, with recent Stewart Brown data highlighting that 50% of providers will be operating at a loss in the near future without further action. We also met with Julie Collins and Senator Rachel Siewert, who was very well informed.

ACSA held a function about ageing and food in partnership with COTA and the Parliamentary Friends. Maggie Beer presented in a very positive light supporting the aged care sector well. This event was successful in drawing the attention of many politicians and their advisers to our sector.

I also saw the very long hours the politicians and advisers put in during this time of year when parliament is sitting and the enormous amount of information they are required to digest. Not to mention the scrutiny in regard to their private lives! Having said that, I felt heartened that overall, our Parliament is impressive and we clearly have a well-functioning governance system getting through policy, debating and thrashing out matters of national importance and listening to people like us.

You can be confident your ACSA is effectively delivering your messages to those who can make decisions in Canberra and is actively keeping up the pressure and focus.

Regards,

Sara Blunt, ACSA Chairperson

You are receiving this email as you have been marked as the primary ACSA member contact. Should someone else in your organisation need to be advised of this information please kindly forward this message on.



ACSA CARE REVENUE SYMPOSIUM

Listen, learn and take lead from experts in the fields of Business, Finance, Economics and Politics.

Brisbane, 20 April Perth, 4 May Melbourne, 11 May
Hobart, 30 April Sydney, 7 May

Save the dates!

ACSA National Partners



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NEWS
UPDATE

NDS National
Disability
Services



[New data breach obligations now in effect for providers](#)

Providers have new obligations to respond to data breaches as of 22 February 2018, due to changes in the Australian Privacy Act.

[Read more](#)

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Service Portal News Bulletin

Update on transfer of NSW disability services

The NSW Government has completed two more transfers of government operated disability accommodation and respite services to the non government sector.

Details of the transfers and how to contact the new providers are included:

Life Without Barriers

After the last shift ending Thursday 22 February 2018, accommodation and respite services operated by the Department of Family and Community Services (FACS) in Nepean Blue Mountains, Central Coast and South Eastern Sydney transferred to Life Without Barriers. You can call Life Without Barriers on 1800 531 647 or email AskNSW@lwb.org.au.

Achieve Australia

After the last shift ending Thursday 22 February 2018, accommodation and specialist supported living services (SSL) at Norton Road Centre and the remaining SSL group homes of the Metro Residences redevelopment program in Dundas, Guildford, Kellyville, Llandilo and Wentworthville transferred to Achieve Australia. You can call Achieve Australia on 1300 224 438 or email transfer@achieveaustralia.org.au.

Disability resident rights consultation period extended

The NSW Government has extended the consultation period for improving resident protections for people with disability living in supported group accommodation. You can now have your say by Sunday 11 March 2018. For more information and to participate, visit www.facs.nsw.gov.au/residentrights

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

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February 2018

QUALITY STANDARD

monthly newsletter



Australian Government
Australian Aged Care Quality Agency



[Message from the CEO](#)



[Piloting draft standards](#)



[Consumer Experience Report: home and community care](#)



[Food in aged care: 2017 Better Practice Award highlights](#)



[FRAILTY test for senior Australians](#)



[Education courses for 2018](#)



[Webinar: Quality reform update](#)



[SAVE THE DATE Poster - 2018 Better Practice National Conference](#)



[In Brief: Resources, Courses, Events and Announcements](#)

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**QUALITY
STANDARD**
monthly newsletter



Australian Government
Australian Aged Care Quality Agency

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**EVENTS
& TRAINING**

NDS National
Disability
Services



Notifiable Data Breaches Webinar

Date: 2 March 2018

Location: National (Online)

NDS is offering an exclusive, member-only webinar with Tal Williams of Holman Webb Lawyers to explain the new requirements for service providers in responding to data breaches.

[Read more](#)



Unleashing Organisational Potential: Workforce Innovation

Date: 9 March 2018

Location: Sydney

Don't miss this opportunity to hear from international thought leaders, the 'Corporate Rebels', on how your organisation can join the world's best in this workshop.

[Read more](#)



Business Excellence Webinars

Date: 2 March - 7 December 2018

Location: National (Online)

Our March webinar in this series will detail non-negotiable factors when managing change, and interview senior leaders of organisations who have navigated their change strategy successfully.

[Read more](#)



Effective Employer Engagement Workshops

Date: 12 March 2018

Location: Sydney

This interactive, one-day workshop will help your team develop and maintain a more systematic and successful approach to employer engagement.

[Read more](#)



[Leading the NDIS Transformation](#)

Date: 14 March - 27 July 2018

Location: Wodonga, Hunter Valley, Ballina

This program equips CEOs and executive leaders with the capability to make strategic decisions to transform their organisation, leading to a stronger and more diverse sector.

[Read more](#)



[Marketing in the NDIS](#)

Date: 19 March 2018

Location: National (Online)

Marketing in the NDIS is a blended learning program designed to support providers operating in an NDIS environment to understand marketing theory and how to apply it to their organisation.

[Read more](#)



[NDS NSW Sub-Committees](#)

Date: 26 March - 11 April 2018

Location: Sydney

Sub-Committees provide a forum for NDS members to hear from NDS and fellow providers on policy and operational issues, receive updates on specific topics, and learn from industry experts.

[Read more](#)



[Values Based Recruitment](#)

Date: 17 May 2018

Location: Sydney

This practical, one-day workshop will provide important tools and resource to recruit staff whose values align to those of your organisation and the people who access your services.

[Read more](#)



NDS BOARDS SUMMIT
SATURDAY 2 JUNE 2018
ZINC, FEDERATION SQUARE, MELBOURNE



[NDS Boards Summit](#)

Date: 2 June 2018

Location: Melbourne

The NDS Boards Summit is a unique opportunity to unite with other leaders in the disability services sector, share knowledge and learn together.

[Read more](#)

[CEO Meeting 2018: Save the date](#)

Date: 19 - 20 November 2018

Location: Melbourne

The highly-regarded annual CEO Meeting will see leaders from across the sector gather to network and hear the latest on national policy directions and key management issues.

[Read more](#)

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NCOSS News & Events

62nd Commission on the Status of Women | Priorities Paper



The NCOSS Women team is gearing up to head to the 62nd Commission on the Status of Women (CSW62) in New York this month. The NCOSS Women Priorities Paper explores what we'll be discussing and advocating for while at CSW62. We will advocate strongly to see that the outcomes from CSW reflect the voice of our members, and the diverse women and girls that we represent in NSW. [Read the Priorities Paper.](#)

Action on elder abuse welcome



NCOSS welcomes last week's announcement by the Commonwealth Government of a National Plan on Elder Abuse, as recommended by the Australian Law Reform Commission in 2017.

[Find out more.](#)

NCOSS Policy Submissions: Justice and Guardianship



The Australian Law Reform Commission's Inquiry into Incarceration rates of Aboriginal and Torres Strait Islander people represents a positive stepping stone to reducing the incarceration rate of Aboriginal people in this country. [Read NCOSS' submission](#) into this Inquiry and [NCOSS' submission](#) to The NSW Law Reform Commission's Guardianship Act Review.

Join the NCOSS Training Mailing List



Our training calendar for the year is filling up quickly! Whether you need to explore and strengthen your understanding of the funding opportunities presented by the NDIS, brush up on outcomes measurement principles or improve your understanding of how the law applies to volunteers, there's training opportunities for all types of organisations. [Check out our training schedule here](#) and [sign up to the NCOSS Training Mailing List](#) to stay up to date.

AbSec Cultural Connections Workshops



Are you a practitioner responsible for an Aboriginal child or young persons' care? The Cultural Connections Workshops, run by the Aboriginal Child, Family and Community Care State Secretariat (AbSec), aim to help child protection practitioners, agency staff and foster carers support Aboriginal children in care through effective cultural planning. The workshops are being held across NSW from March through to May 2018. [Find out more.](#)

Upcoming NCOSS Professional Development Events

[Funding Futures in the NDIS Context - It's a Jigsaw! Workshop - 8 Mar 2018, Sydney](#)

[NCOSS and NSW Legislative Council Workshop on Parliamentary Inquiries - 14 Mar 2018, Sydney](#)

[Volunteers and the law - 27 Mar 2018, Woolloomooloo](#)

[Governing a NFP organisation - 12 Apr 2018, Woolloomooloo](#)

[Working with Other Organisations: From MOUs to Mergers - 12 Apr 2018, Woolloomooloo](#)

[NGO Research Forum - 18 Apr 2018, Woolloomooloo](#)

Community Services News & Resources

Cyber Security Advice for NGOs



Association of Children's Welfare Agencies (ACWA) recently hosted a Cyber Security Workshop for NGO heads and IT staff, featuring cyber security expert Keith Price (Black Swan Group) and Stuart Hutcheon (StewartBrown), who spoke about the rising threat of hacking and what measures organisations can take

[Read More](#)

Using Mediation to Resolve Conflicts & Disputes



This new fact sheet from Justice Connect's Not-for-profit Law covers mediation and its benefits, the kinds of disputes that can be mediated, how to find and choose a mediator, how to prepare for mediation, what happens during mediation,

[Read More](#)

Join the Research: How Innovative is your Organisation?



GiveEasy Innovation Index is a national research study on innovation for non-profits, charities and social organisations in Australia. To join the research, take ten minutes to answer a series of questions about innovation in your organisation. The more people respond, the more valuable the insights

[Read More](#)

RSL NSW inquiry Highlights the Need for Nonprofit Board Training



A state government inquiry into the NSW branch of the Returned and Services League of Australia has recommended senior executives at the organisation should complete governance courses with the Fundraising Institute of Australia (FIA). FIA CEO Rob Edwards says that he was not surprised

[Read More](#)

Co-operatives Legal Information Fact Sheet



A co-operative is a type of incorporated legal structure that may be suitable for some not-for-profit organisations. This new fact sheet from Justice Connect's Not-for-profit Law provides information on setting up a group as a co-operative in Australia.

[Read More](#)

[View all Big Picture News & Resources](#)

Professional Development Events



Take Part in The Great
Collective with bat

A community of
empowered
change-makers



[Good360 Fairfield Community Morning - 7 Mar 2018, Smithfield](#)

[Working with Other Not-for-profits - 14 Mar 2018, Online](#)

[The Greater Collective: A Leadership Course with a Social Twist - Commences 22 Mar 2018, Sydney](#)

[SACOSS Essential Services & Consumers Living with Disability Conference 2018 - 14 May 2018, Adelaide](#)

[Industrial Relations: Community Sector Update - 24 May 2018, Sydney](#)

[Liveable Cities Conference - 16-17 Jul 2018, Melbourne](#)

[Safe Cities Conference - 18 Jul 2018, Melbourne](#)

[**View all Big Picture Professional Development Events**](#)

In Brief

[Revised Evacuation Planning Handbook from The Australian Institute for Disaster Resilience \(AIDR\)](#)

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Dear Deb,

This week, the NDS Board met with NDIA CEO Rob De Luca for a frank discussion about the pressures on NDS members imposed by the NDIS. It was a candid and constructive discussion.

We were impressed by Rob's grasp of the issues, his determination to find workable solutions and his commitment to engage with the sector. He agreed with us that if the service sector fails, the NDIS fails.

Rob has made large changes across the senior ranks of the Agency. He said that, under his leadership, the Agency viewed disability service providers as customers and partners.

He outlined the NDIA's provider engagement framework, which includes:

- A **Strategic Roundtable** with NDS and providers.
- Regular meetings between Ken Baker and Rob De Luca (the most recent of which was early this week) and with Antonia Albanese, General Manager of Provider, Market & Sector Development – as well as ad hoc contact between NDS and the NDIA as issues arise.
- An **Industry Reference Group** which, when formed, will include representatives from industries outside the disability sector that have experience with large-scale transition and market stewardship. NDS will be represented on this Group.

- **Provider Reference Groups and Workshops** to advise on specific (technical) issues and test ideas. These groups will include small, medium and large providers and intermediaries with expertise.
- A **Provider Account Management Model** to give some disability service providers a dedicated point of contact within the Agency. The phone system and 1800 number are being overhauled. More information on that will be available in coming weeks.

The Board expressed its concern about the financial cost and risk to organisations experiencing delays in NDIS payments. For some time, NDS has been alerting the Agency to these delays. We acknowledge the Agency's recent response in appointing a National Provider Payment Team of 24 to assist disability service providers experiencing payment delays. Unfortunately, fixing the flawed IT system will take longer.

The payment delays are indicative of the high cost of doing business with the Agency, which is an unacceptable imposition on organisations that are struggling with inadequate NDIS prices.

The next critical point for NDS and members will be the [release of the pricing review](#) undertaken by McKinsey & Company and the NDIA's response to the review. The report, to be released imminently, will be an important input to the price review which will set 2018-19 prices. Once the report has been released, Rob De Luca will meet again with the NDS Board to discuss our response to the recommendations and next steps.

We think the meeting with Rob De Luca signifies a promising shift in how the NDIA works with the disability services sector and NDS. Ultimately, of course, we will judge the Agency on results, not promises; but improved engagement is a step towards improved outcomes. The task of getting the NDIS on track is daunting, but we are now more confident of making progress.

NDS will continue to work hard on turning the promise of progress into tangible results, and we'll keep you up-to-date on how things unfold. We urge you to [keep us informed](#) of your experience of the NDIS 'at the coalface'. We are determined to secure a sustainable and diverse disability sector that offers a better life for the people we support.

Regards,
Ken Baker, Chief Executive & Joan McKenna Kerr, President

National Disability Services



Information for Aged Care Providers
2 March 2018

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The
Department
of Health

Information for Aged Care Providers Issue 2018/3

In this issue:

- [Reminder: Aged Care Workforce Strategy submissions closing 16 March and Hobart community consultations](#)
- [Understanding Dementia – free online course](#)

Residential Care:

- [Free shingles vaccine for people 70-79 years](#)
 - [Reminder to sign up to the quality indicator program](#)
-

Reminder: Aged Care Workforce Strategy submissions closing 16 March and Hobart community consultations

A public consultation on the Aged Care Workforce Strategy is open on the [Consultation Hub](#).

The consultation closes on 16 March 2018.

Your feedback will be used to inform the Taskforce's considerations in line with its [terms of reference](#).

The Taskforce is holding a community consultation in Hobart on 15 March 2018 over three sessions:

- 9.30am to 11am for consumers
- 12 noon to 1.30pm for providers
- 2.30pm to 4pm for workers.

Please email the [Taskforce secretariat](#) to nominate your session. We encourage you to RSVP as soon as possible to avoid missing out.

For information and updates, visit the [department's website](#).

Understanding Dementia – free online course

The University of Tasmania's Understanding Dementia Massive Open Online Course (MOOC) covers the latest international research on dementia.

It will help to improve awareness and understanding of dementia and is aimed at:

- health professionals and policy makers
- social scientists
- community and residential facility support staff
- people in the early stages of the disease
- families and carers of people with dementia
- individuals with a general interest in dementia.

The free 9 week course involves three hours study per week.

Enrol via the [University of Tasmania website](#) by 9 March 2018.

Free shingles vaccine for people 70-79 years

A free shingles vaccine program is available under the Australian Government's National Immunisation Program for 70 year olds, with a time-limited catch-up program for people 71 to 79 years old until October 2021.

How can you help?

- Download promotional [resources](#) including posters, brochures and factsheets.
- Raise awareness of the program by displaying the program posters and brochures in your care facility.
- Encourage vaccination providers to report vaccinations to the Australian Immunisation Register.

Further information is available on the department's [immunisation website](#).

Reminder to sign up to the quality indicator program

Did you know that the National Aged Care Quality Indicator Program (QI Program) is a free quality improvement program available to all residential aged care services?

Forward this newsletter to the Quality Manager for your services to ensure they have access to the latest QI Program information.

More information and resources to support participation in the QI Program can be found on the [department's website](#).

Printer-friendly version

-  [Information for Aged Care Providers Newsletter - Issue #2018/3](#) (267 KB)

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NEWS
UPDATE



BREAKING NEWS

[Independent Pricing Review promises some relief but not enough](#)

The NDIA's Independent Pricing Review has been released. The report details 25 recommendations – all of which the NDIA has endorsed in principle.

[Read more](#)

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NEWS UPDATE



NDS National
Disability
Services

Australian Disability Workforce Report February 2018

[DES offers see 42 new organisations approved to join the market](#)

In the much-anticipated Disability Employment Services offers, 42 new organisations have been approved to provide services from 1 July 2018.

[Read more](#)

[Australian Disability Workforce Report: Second edition highlights workforce risks](#)

The second edition of the Australian Disability Workforce Report illustrates greater use of casual and part-time workers as organisations grapple with pricing.

[Read more](#)

referen

REGISTRATIONS CLOSING



This Conference is Hosted and Facilitated by an Aboriginal Organisation

**“INNOVATIVE APPROACHES TO SERVICE
PROVISION”**

21-22 March 2018 Twin Towns Services Club Tweed Heads NSW

This year's conference will showcase innovative programs addressing the many different issues which affect our wellbeing and will feature Aboriginal Speakers and Workshop Facilitators from a range of areas who have experience and expertise in working with and providing services to Aboriginal Families

JUST A FEW OF OUR SPEAKERS

Sarah Decrea

New Way? Let us reclaim the 'Old Way'

Janine Cattanach

Strong Connection, Strong Spirit, Strong Culture

Marc Daley

Aboriginal Community Engagement

Nyssa Murray & Selai Storer
Educational Promotion Strategies

Paul Callaghan
House of Wellbeing

Mel Brown
Family Group Conferencing – Empowering the Family
Surviving the Workplace

PLUS more than 15 Workshops over two days see the *Whova* app ↓ for further details on the Workshops

This year we are going paperless!

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Conference Agenda, workshop registrations, speaker info, maps and a heap of other stuff – all on the App

Whova



Register:

www.aboriginalwellbeingconference.com

Contact:

Michael Riddell 0428 657 116
michael.riddell@bigpond.com

Mel Brown 0418 477 093
mel@spiritdreaming.com.au

Conference Delegate Cost: \$500

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ACSA Member Update

Federal Court Ruling Regis Aged Care Pty Ltd v Secretary, Department of Health

On the 2 March, the Federal Court of Australia handed down its long-awaited decision in the case of Regis Aged Care Pty Ltd v Secretary, Department of Health on the matter relating to Regis charging all residents admitted since 1 May 2016 a daily Assets Replacement Charge (ARC).

The Court has ruled in favour of the Department of Health, it determined that the ARC is inconsistent with the Aged Care Act and its associated regulatory instruments. ACSA notes that there is a 28 day appeal period related to the Court's decision.

The Minister's media release can be found [here](#).

An information sheet regarding the relevant legislation can be found [here](#).

ACSA is undertaking a more detailed analysis of the Federal Court's ruling and will communicate our analysis to members shortly.

Home Care Packages Program Data Report

The data report for the period 1 October – 31 December has now been released. We have commenced an analysis of this latest report, we will provide a global summary to members this week, followed by individual/state/territory reports next week.

Regards,



Pat Sparrow, CEO



ACSA **CARE REVENUE SYMPOSIUM**

Listen, learn and take lead from experts in the fields of Business, Finance, Economics and Politics.

Brisbane, 20 April Perth, 4 May Melbourne, 11 May
Hobart, 30 April Sydney, 7 May

Save the dates!

The banner features a teal header with the ACSA logo and the event title. Below the header is a photograph of a large audience seated in a conference hall, viewed from behind. To the right of the photo, the event details are listed in a clean, sans-serif font. At the bottom right, a teal call-to-action box contains the text 'Save the dates!' in a white, cursive font.

ACS A National Partners



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