



## NESST (New England Sector Support Team) Newsflash

Dear All,

In this edition of the NESST Newsflash we have the following highlights for your attention:

- Refugee Training and Mentoring
- ACSCA Member Update
- Glen Sorensen – Availability for In-house Consultations, 28–31 May
- Investing for Good
- Safe in Oz
- Governance in Aged Care – Conference
- Travel Cards for Northern Tablelands Seniors
- HNECCPHN are offering grants of up to \$50,000 for drought affected communities

New England **Sector Support Team**



Phone: 02 6772 3590

Attached is information on new training and mentoring support that is available for our refugee clients **through job active providers**. We were introduced to this at our Hunter Multicultural Employment Reference Group meeting yesterday. It is a great initiative that should assist people enormously to access employment and remain in employment.



Employment Fund -  
Refugee Training an

ACSA Royal Commission Update | 22 February 2019

[View this email in your browser](#)

## ACSA Member Update



  
**Royal Commission  
into Aged Care**  
ACSA Advisory Panel

**CLICK  
HERE**

  
Aged & Community Services Australia

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**Royal Commission Update - 12th Edition**

**ACSA CEO APPEARS AT ROYAL COMMISSION**



Dear Debra,

At the conclusion of the second week of the first hearing of the Royal Commission into Aged Care Quality and Safety ('the Aged Care Royal Commission' - ACRC), the focus of questioning has been on the way the system currently functions - hearing from consumers, provider peak bodies and Commonwealth agencies. The hearing has included testimony on:

- Availability of Home Care Packages (HCPs), expenditure on residential aged care and future funding needs;
- Personal care workers, improvements to education, registration system, overworked staff, pay and conditions and future workforce needs;
- Rigidity of the current regulatory system to allow for the concept of dignity of risk;
- Medication management;
- Anticipated changes to flow from the Aged Care Quality Standards coming into effect on 1 July;
- Issues around the interface and access to health services for aged care consumers;
- The need for a more person centred aged care system that fosters innovation and better meets the needs of the individual;
- Staffing ratios; and
- The use of physical and chemical restraint.

The line of questioning from the two presiding Commissioners may provide some insight into how they are approaching their examination of the aged care system. Themes included:

- Staffing and expectations around staffing, community confidence in providers, and appropriate levels of staffing and skills mix;
- Aged care workforce and training requirements;

- Access to and funding for palliative care;
- Innovative models of aged care; and
- Person centred care.

The consumers who appeared yesterday spoke about access to care and services.

Appearing on Tuesday, ACSA CEO, Pat Sparrow, was questioned about:

- The meaning of quality and safety;
- Funding constraints;
- Increasing frailty of those entering residential aged care;
- Dignity of risk vs regulation;
- The right of aged care consumers to access GP and other health services;
- Clinical care;
- The new Aged Care Quality and Safety Commission and whether it will improve quality;
- CCTV;
- Access to HCPs;
- My Aged Care;
- Staffing ratios;
- Palliative care; and
- Innovative models of care.

#### *Overview of the ACRC for the week of 18 February*

At the end of another week of testimony, the ACRC has heard from 28 witnesses and mapped out a wide range of issues to inform later hearings. [Click here](#) to read more

**ACSA's witness statement** can be viewed [here](#). The statements of all witnesses who have appeared before the ACRC are now available on the ACRC website [here](#).

The transcripts for the hearings are available [here](#).

#### *ACSA Royal Commission resources*

ACSA recognises this is a particularly difficult time professionally and personally for those who work in the aged care sector. We have established an Advisory Panel to assist members. Click [here](#) for details.

If you have not yet made a voluntary submission to the ACRC, there is a range of useful

ACSA resources available [here](#).

### *What's next for the ACRC*

The ACRC will conduct hearings in all capital cities and a number of regional locations from March to December this year. The locations of each hearing will be announced progressively throughout the year as arrangements are finalised. The ACRC will now turn to a more detailed examination of its Terms of Reference.

### *ACRC community forums - March*

The ACRC has announced two [community forums](#) to occur at the start of March. Open to the public, these forums will provide an opportunity to hear about the work of the ACRC and to offer ideas on the challenges, strengths and opportunities to improve aged care in Australia. The ACRC will announce more forums soon. Registration details for the two forums so far announced can be found below:

#### **Bankstown - Friday 1 March**

1.30pm-4pm - Bankstown Sports Club, 8 Greenfield Parade, Bankstown NSW 2200.

Click here to [RSVP](#) by 27 February.

#### **Bendigo - Tuesday 5 March**

1.30pm-4pm - Bendigo Town Hall, 189-193 Hargreaves St, Bendigo VIC 3550.

Click here to [RSVP](#) by 1 March.

Please visit the [ACRC engagement page](#) to learn more. You can contact the ACRC at [ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au) or by telephoning 1800 960 711 (Monday-Friday from 8am-8pm AEDT - except on public holidays). An interpreter service is available.

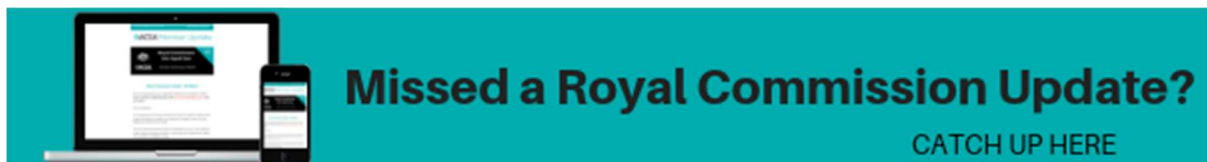
### *Media coverage*

Across the period of the first hearing of the ACRC, and following the appearance of ACSA CEO, Pat Sparrow, several media outlets have reported on the topics addressed by ACSA in its witness statement and evidence. Below are links to key coverage achieved:

- [Inquiry told aged care regulations too 'rigid'](#) - Australian Ageing Agenda, 22 February
- ['Dignity of risk' an issue in aged care](#) - News.com.au, 19 February

- [Royal Commission: Dementia training falls short, more staff not the answer](#) - Aged Care Guide, 19 February
- [Aged care provider peaks give evidence at royal commission](#) - Australian Ageing Agenda, 20 February
- [Aged care provider group apologises for failings at Royal Commission](#) - ABC, 19 February
- ['Royal Commission: Airconditioning not needed in nursing homes'](#) - The Australian, 20 February (story behind pay wall)

If others in your organisation would benefit from receiving ACSA's *Royal Commission Updates* please ask them to contact [acsacomunications@acsa.asn.au](mailto:acsacomunications@acsa.asn.au) with their details.



**Missed a Royal Commission Update?**  
CATCH UP HERE



**FINANCE & AGED CARE SECTOR SYMPOSIUM**

Don't miss this opportunity to hear from key aged care sector leaders and industry professionals

SA - March 1st    NSW - March 29th  
WA - March 26th    TAS - April 2nd

**FIND OUT MORE**



## ACSA PARTNERS



### Glen Sorensen – Availability for In-house Consultations, 28–31 May

Glen Sorensen, Age Communications, a specialist in wellness and reablement, is planning to be in the New England area from Tuesday 28<sup>th</sup> to Friday 31<sup>st</sup> May. He will be delivering his new workshop, *Managing the Challenges and Risks of the Wellness and Reablement Approach* in Tamworth on Wednesday 29<sup>th</sup> May and is available for in-house work with individual services or groups of service providers on the Tuesday, Thursday and Friday of that week.

Glen is available for:

- 2 hour and half day workshops and information sessions on wellness and reablement for coordinators, direct support staff, volunteers and consumer
- 2 hour and half day workshops on a range of community care policy and procedural areas
- advice on tools and systems for measuring consumer outcomes of wellness and reablement strategies
- setting up local and internal systems for managing short-term reablement
- advice on addressing wellness and reablement implementation challenges.

#### About Glen Sorensen

Glen Sorensen has extensive experience in community care as a trainer, facilitator, project worker, consultant, academic and government officer. Since founding his company, Age Communications in 1988, he has worked with all levels of government, peak bodies, sector support and service providers. For the past seven years, Glen has increasingly specialised in the wellness and reablement approach, delivering numerous workshops, designing internal systems and advising services on implementation issues.

### What to do next

Visit the Age Communications website, [agecommunications.com.au](http://agecommunications.com.au) for further information about Glen, his work and available workshops.

Contact Glen directly via email [glen@agecomm.net](mailto:glen@agecomm.net) or phone 0412 561 960 to talk about your needs and arrange a free, no obligation quote.

Regards,

*Debra Pugh*

Executive Officer

New England Sector Support Team

0428 677297

0267 723590

NESST acknowledges the traditional custodians of the lands on which we work and meet, and pays respect to their elders, past, present and future.





# Hi everyone ... 😊

[The following training workshops are accredited with ACWA for 6 CPE points]

**SAFE in Oz** will be presenting 'An Introduction To Working With Individuals Who Have Self-Destructive Behaviour' a 2 day workshop

in partnership with **Armidale Regional War Memorial Library** will be presenting in

## **Armidale – 25<sup>th</sup> & 26<sup>th</sup> July 2019**

[Link to Armidale Training Workshop Flyer ...](#)

**Click link to access the Workshop Flyers and an electronic workshop Registration Form is attached for your convenience...**

**We would greatly appreciate you forwarding this information throughout your networks... Thanks 😊**

SAFE in Oz aim to give workshop participants an insight into the headspace of a person who participates in self-destructive behaviour/s in order to better understand their 'real' world and life experiences. The training encapsulates individuals needs throughout their lifespan and is flexible and responsive to the workshop participants.

### **Day 1 – What is it all about?**

What is self-destructive behaviour? How do we know it is a self-destructive behaviour? Why do individuals do it? How does it start?

What are the triggers for self-destructive behaviour and why does it continue to happen?

## **Day 2 – Our response to Self-Destructive behaviour/s.**

Meeting the needs of someone who with self-destructive behaviour/s. Hospitalisation and associated problems. Treatment environments and points of intervention. Boundaries, support plans and essentials for behavioural change. Meeting the needs and supporting the worker. Introduction to 'Facilitating the SAFE in Oz Consumer Recovery Program' a three day facilitator training workshop.

Throughout the workshop, SAFE in Oz will encourage participants to employ strength based practice, in collaboration with their clients, as a means to discovering a myriad of healthier alternative behaviours to use in response to their inner trauma.

As this behaviour does not impact solely on the physical aspect of an individual's life, the workshop also links self-destructive behaviour to its impact on the, emotional, spiritual and social aspects of life and explore the related long term effects.

The workshop will discuss the connection of this behaviour and suicide, BPD [Borderline Personality Disorder], mental illness, sexual assault and domestic violence, offering an insight of the link with adolescence.

The presentation mode for the workshop is both interactive and activity based and includes 'real' case studies, PowerPoint presentation, DVD and an interactive game.

Each workshop participant is provided with a SAFE in Oz presentation folder. The folder includes a workbook for each day which contains a copy of the PowerPoint presentation, activity pages and additional subject related reference material.

The activity sheets include strategies and tools for use with clients, while the reference material acts to enhance understanding, give insight into related topics and support you in your work practice.

You can access information on our website and links to our Training Calendar, individual workshop information, generic registration form and our bi-monthly newsletter – ‘Hope, Help & Hanging Out’...

There are limited places for the workshops.

Thanks and have a great day

Kind regards

Annie 😊

**Annie Slocombe**

**Director - SAFE in Oz - 03 5176 2616**

Office Hours: Tuesday to Thursday – 9am -4pm EST



Generic Workshop  
Rego-2018.doc

Hi everyone,

Just advising that Dementia Australia has scheduled upcoming Webinars on various topics.

These information sessions are a great way (particularly for those in rural and regional areas) to access valuable information on various topics for people recently diagnosed with dementia, their carers and family and friends.

**If you:**

- — have been recently diagnosed with dementia,

- — would like an opportunity to ask questions about dementia, or
- — would like an understanding of ways to live positively with dementia,

.....then this session is for you.

Please see the flyer attached for yourself or clinic, patients and clients with details to register. Simply click on the blue “REGISTER HERE” link for the session you are interested in below or in the attached flyer.

### **The topics are :**

**DRIVING AND DEMENTIA:** This online education and support session runs for approximately 45 minutes and provides information about the effects of dementia on driving. It is specifically designed for people living with dementia and their carer. Getting-around options for non drivers are also discussed. This is ideally suited to those that have received a diagnosis of dementia and drive or are caring for someone diagnosed with dementia who drives.

**RECENTLY DIAGNOSED WITH DEMENTIA:** This online education and support session runs for approximately 60 minutes and aims to provide information about dementia and support options to people living with early stage dementia, and their care partners.

**DIFFICULT CONVERSATIONS:** This online education and support session runs for approximately 45 minutes and explores topics that people living with dementia, their care partners, family and friends can find hard to talk about. This session also considers factors that make a conversation difficult and provides strategies that enable these tough conversations to occur.

**Registration is essential as there is limited capacity on the webinars. Please consider registering if you are a person living with dementia or a carer.**



Webinar-EIP - Flyer  
Jan to June 2019.pdf

**Investing  
for Good.**  
A platform for impact

Investing for Good Conference - Thursday 9th May 2019

**LAST CHANCE - Early Bird  
Ticket - Discount Ends This  
Week - Get your 20% Discount Now!**

Good Morning ,

[Investing for Good 2019](#) early bird ticket sales will end Friday 1st March! Early bird tickets give a 20% discount off full price tickets.

I4G 2019 aims to deliver the knowledge, skills and networks you need to navigate impact investment – to understand the shifting parameters, increase investment readiness, and build capacity to create social change.

Stay tuned for announcements on program, speakers, workshops, plenary sessions and speed consultancy opportunities - coming soon!

[Get your ticket now!](#)

Interested in becoming an I4G 2019 Sponsor? Click [here](#) or contact [Susie Saba](#) for more information. Opportunities are limited!

Warm Regards

The NCOSS Team

If you require further information please contact us on [info@ncoss.org.au](mailto:info@ncoss.org.au)  
or 02 9211 2599

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ACSA Member Update | 26 February 2019

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# Governance in Aged Care

National Conference · 29 - 30 May 2019, Sydney



## Governance in Aged Care - National Conference

Boards governing aged care providers are increasingly under scrutiny during this period of immense change for the sector. In addition to the Royal Commission, the new Single Aged Care Quality Standards and the new Aged Care Quality and Safety Commission, the sector continues to respond to reform and the transition towards consumer directed care.

To survive and thrive during this challenging time, boards need to be well informed of the current issues facing aged care providers and knowledgeable about upcoming reform - and have the tools and frameworks in place to make effective decisions.

To provide essential insights to our members during this challenging period of reform, ACSA is pleased to announce the next event in a national conference series developed in partnership with COTA Australia and Criterion Conferences - the **Governance in Aged Care Conference**. Running in **Sydney from 29-30 May** (Sydney Boulevard Hotel), this event provides a critical opportunity to ensure the effectiveness of your corporate and clinical governance.

### **What will you take away?**

- Tools and frameworks to **develop effective governance structures** from experts including the **Australian Institute of Company Directors, Better Boards**, and the **Community Directors Council**;
- Insights from **government** and **industry peak bodies** about the **ongoing reform process**;
- Advice from board and **executive leaders of Hesta and Anglicare Australia** who have responded strategically to **previous Royal Commissions**;
- Case studies from **innovative and leading providers** on how to **build trust** and **strengthen governance**;
- Strategies to go **beyond compliance** and **deliver quality** through clinical governance; and
- Skills to assess and effectively manage **clinical** and **corporate risk**.

### **Who should attend?**

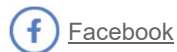
**Chairs, board members and non-executive directors** from home, community and residential care providers - **Chief Executives and senior leaders** with responsibilities for:

- Governance
- Quality
- Risk
- Compliance
- Clinical care

**Take advantage of a \$200 discount unique to ACSA members  
by using the code CC\*ACSA when booking online**

[Update on Moree Hospital petition](#)

[View this email in your browser](#)



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[Website](#)



[Email](#)

## **NEW \$250 TRAVEL CARD FOR NORTHERN TABLELANDS SENIORS**

Travel is getting more expensive for seniors living in our region, which is why I'm excited to announce the new Regional Seniors Transport Card.

The Regional Seniors Transport Card offers an annual \$250 discount on fuel and travel costs over the next two years, making it easier to get to the shops, the doctor or just to visit family and friends.

People in the big cities can jump on subsidised public transport whenever they like – I think it's only fair you get something as well.

One of my big priorities as your local MP in the State Parliament is making sure I take care of our seniors and this is another way I can help to say thank you to you for the lifetime of work you've given and the contribution you make to our community.

To be eligible for the card, you need to be either an aged pensioner or a

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Commonwealth Senior Health Card holder who lives in country NSW.

The new program will be rolled out from January 2020 and can be used for petrol and taxis from participating providers in rural and regional NSW, or to pay for the existing concession fares on pre-booked NSW TrainLink trains and coaches.

You've spent a lifetime contributing to the community, now it's your time to get something back.

Should you have any questions about this new initiative, or any other State-related matter, please feel free to contact me on the details below.

Yours sincerely

ADAM MARSHALL MP

**Member for Northern Tablelands**

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Hi everyone,

HNECCPHN are offering grants of up to \$50,000 for drought affected communities.

To find out more follow this link <https://peoplebank.hneccphn.com.au/farmer-support>

Attached is the PDF of the information for you and the budget template. The application is simple and accessible. Activities should be linked to what the community needs to support their mental health and wellbeing.

If you are not sure if your activity will fit the criteria – or want to check this before applying contact

Kevin Rigby (Strategic Initiatives and Relationships Manager) on 0437 870 712

Kevin is happy to discuss your idea and hear what your community needs.

SO... if you have been thinking about a movie night in your local hall, organising a social sporting match or event that brings your community together to support one another through the tough times – here is your chance.

Please share this information widely with your networks.

Kind regards

**Sarah Bradfield | Manager Commissioning and Planning Hunter New England Central Coast Districts  
Department of Family and Community Services**



Empowering\_our\_Communities\_Application  
Empowering\_Our\_Communities\_Info\_Pa

Maybe you might like to join us at this event which is set to be a top night?

Ticket Sales close 29th March and profits to support the Tingha bush Fire Disaster.

Much appreciated.

Many thanks

Thea

**Armidale Regional Council Disclaimer**



New England  
Festival Gala Night.