



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- ACSA Weekly
- ACSA Monthly Update
- Community Care Review
- NCOSS Publications
- ACSA Member Update
- 3rd National Indigenous Transport Conference
- 2019 New England Volunteer Awards and will be closing on Friday 3 May.
- Nitty Gritty Training Opportunity
- The Great Debate – 9 May
- SHS and Service Provider Fact Sheet

New England **Sector Support Team**



Phone: 02 6772 3590



ACSA supports members on new Aged Care Quality Standards

July 1 is a significant date in all our calendars and one that has been the focus for ACSA for a while now. We are very proud of the resources we have developed - and continue to develop - to assist members in the transition to the new Aged Care Quality Standards, due to be implemented from the start of the new financial year.

So far this year we've held a very successful series of workshops, briefing members and their staff on the new Standards, and our consultancy service has been providing bespoke advice to members (including their staff and board members) on quality review assessments and other relevant changes that will occur with the new Standards.

Work continues apace on the next phase of supports and webinars. Firstly, a dedicated Aged Care Quality Standards web page is being developed and will soon be launched. The site will contain a range of information, resources and services to support organisations to transition to the new Standards, recognising that each organisation's needs are individual and varied.

ACSA will also be offering members a range of webinars covering topics including antimicrobial stewardship and open disclosure.

We believe strongly in the worth of these resources for members and encourage you to collaborate with other members to develop capability and share information within the

member

group.

To these ends, ACSA has created and will facilitate a Quality Framework Community of Practice – a forum where members can be part of a national email network to share practices, resources and experiences. If you or someone else in your organisation wishes to be involved, please contact ACSA's Quality Project Facilitator, Carole Bain, via email at carole.bain@acsa.asn.au.

ACSA is also keen to increase the availability of training and development in the Aged Care Quality Standards space, across all states and territories. To assist us in expanding our reach, please let us know if anyone in your networks may be interested in delivering casual sessional training and encourage them to submit an expression of interest to Carole via the email address above.

This weekend is Easter, and next week we remember the fallen with Anzac Day on Thursday. With three public holidays across the next week, and many of our subscribers taking time off to spend the period with family and friends, ACSA Weekly will not be issued next Thursday – but will resume as normal on Thursday 2 May.

I wish you and your families a safe and happy Easter break.

Regards,

A handwritten signature in black ink that reads "Pat Sparrow". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Pat Sparrow, CEO

Adam Goodes to address 2019 ACSA National Summit



We are excited to announce Adam Goodes as the first of our Keynote Speakers for ACSA's 32nd National Summit - to be held in Melbourne from 8-10 October.

An outstanding AFL footballer, and twice the recipient of the game's highest honour – the Brownlow Medal, Adam spent more than 17 seasons with the Sydney Swans. Purposeful, consistent, and versatile - not to mention supremely talented, with the ability to perform and produce the seemingly impossible when most required - Goodes is a legend of the game.

Named Australian of the Year in 2014, Adam was a role model on and off the field and an inspiration to all Australians, in particular Indigenous youth. His passionate commitment to the community and willingness to embrace his heritage to serve as an unofficial ambassador for encouraging and recognising Indigenous achievement makes Adam the perfect speaker for ACSA's 32nd National Summit.

Register for the Summit today - [click here](#).

ACCC institutes Federal Court proceedings against Bupa Aged Care

The Australian Competition & Consumer Commission (ACCC) has instituted Federal Court proceedings alleging Bupa Aged Care Australia Pty Ltd (Bupa) made false or misleading representations to aged care residents in 21 homes.

The ACCC claims that between December 2007 and June 2018, Bupa charged thousands of residents at 21 aged care homes across the country a fee for a package of extra services that the ACCC alleges it did not provide, or only partly provided. The fees for the extra services package often amounted to thousands of dollars each year.

The ACCC is seeking injunctions, declarations, pecuniary penalties and other orders.

For further information, [click here](#).

The banner features a collection of 3D wireframe diamonds in teal and orange on the left. On the right, the ACSA logo is displayed above the text 'AGED CARE AWARDS'. Below this, a teal box contains the text 'NOMINATIONS OPEN*'. Further down, a list of award categories is shown: 'Provider of the Year | Regional, Rural, Remote (RRR) Provider of the Year | Innovation in Service or Design | Distinguished Service in Care | Employee of the Year | Volunteer of the Year | Trainee of the Year'. At the bottom right, the website 'acsa.asn.au' and the closing date '*Close 2nd May' are listed.

ACSA
AGED CARE
AWARDS

NOMINATIONS OPEN*

Provider of the Year | Regional, Rural, Remote (RRR) Provider of the Year |
Innovation in Service or Design | Distinguished Service in Care |
Employee of the Year | Volunteer of the Year | Trainee of the Year

acsa.asn.au | *Close 2nd May

Nominations close at 5pm (local time) on Thursday 2 May. [Click here](#) to download the Nomination Submission Guide. [Click here](#) to nominate now. For further information [click here](#) or contact our events team via email at events@acsa.asn.au.

Welcome to new ACSA members

We would like to give a warm welcome to the following organisations that have recently joined ACSA:

- [YP Community Transport](#)
- [Mid North Coast Home Nursing](#)
- [Anzac Lodge Nursing Home](#)

ACSA regional workforce forums

ACSA is hosting a series of regional workforce forums across the country, with the next events to be staged in northern New South Wales on the following dates:

- 14 May – Ballina
- 15 May – Coffs Harbour
- 16 May – Tamworth

The purpose of the forums is to assist in developing a 12-month regional workforce action plan - addressing key issues with clear outcomes and deliverables. For more information, please see the NSW/ACT State/Territory News in this week's issue of ACSA Weekly [here](#).

To register for a forum, [click here](#).

Not in the regions where forums have so far been scheduled? To express your interest in attending a forum in your region, [click here](#).

Certificate III in Ageing Support - draft qualification open for consultation

During 2018, the Aged Care Workforce Taskforce identified and reported on several workforce issues related to the aged care sector. One specific issue involved skills training, and the current Certificate III in Individual Support (Ageing) was identified as not being adequate to meet the skills needs of workers and employers. A review was subsequently undertaken by an Aged Services Industry Reference Committee (IRC).

The new Certificate III in Ageing Support draft qualification is now going through a consultation process. The proposed qualification encompasses work undertaken in both a residential and home and community environments. Given the qualification is relevant to 60-70 per cent of our workforce, the implications of not getting it right are significant.

Whether you are a residential or home and community service provider, we encourage you to ensure your voice is heard about whether or not you believe the draft qualification will provide your care/support workers with the knowledge and skills they require to deliver quality services to clients. You can do this by participating in the consultation process.

[Continue reading...](#)

New Aged Care Quality Standards - next events

Following on from the workshops, forums and symposiums we have recently held around the country, ACSA is offering further support to providers as they transition to the new Aged Care Quality Standards, due to be implemented from 1 July. [Click here](#) to know what is happening next, how to get involved and other events being held soon.

Expression of interest - trial of a new residential care funding tool to replace the Aged Care Funding Instrument

Expressions of interest should include details of a key contact person (name, position, telephone number, email address etc) to receive further information. RUCS@health.gov.au If you are interested in participating in the field testing of

the Resource Utilisation and Classification Study (RUCS) model, please send your expression of interest to

The Department of Health is currently, with advice from the University of Wollongong, developing a sampling strategy to ensure the trial provides representative coverage of regions and types of facilities. The Department anticipates formal invitations to participate in the trial, reflecting the finalised sampling strategy, will be issued around July 2019.

More information about the RUCS model can be found on the Department's website [here](#).

Build your confidence in end of life care with ELDAC

Do you know how to recognise deterioration in your residents? Do you know what evidence-based assessment tools can be used to assess palliative symptoms for your residents?

End of Life Directions for Aged Care (ELDAC) is a free, government funded resource with a [Residential Aged Care Toolkit](#) to connect you with evidence based tools in palliative care.

Update on legislation to introduce mandatory quality indicators in residential aged care from 1 July

The Department of Health has advised ACSA that the relevant amending legislation to introduce mandatory quality indicators in residential aged care from 1 July is currently being prepared.

It is not known when the relevant legislation will be made available. Due to the caretaker period, the legislation may be delayed until after the Federal election.

The Australian Government announced mandatory reporting on 10 February, and in the 2019-20 Budget on 2 April.

The changes will require Commonwealth subsidised residential aged care services to collect and report on clinical quality indicators and will initially cover unplanned weight loss, use of physical restraint, pressure injuries, falls and fractures, and medication management.

For more information about the national aged care quality indicator program, visit the Department's website [here](#) and [here](#).

Office of the Aged Care Pricing Commissioner - 2019 updates

The Office of the Aged Care Pricing Commissioner (ACPC) is revamping its processes and procedures, including the development of an online application form. Other updates will include a refreshed website, best practice guides and several other significant improvements.

To find out about the updates and developments, the Office of the ACPC has created a [short video](#).



Royal Commission to hold community forum in West Melbourne

The Royal Commission into Aged Care Quality and Safety has announced details of its next community forum, to be held in Maidstone, West Melbourne on Friday 3 May.

The forum will be held at White Night Receptions, 42 Hampstead Road, Maidstone, from 9.30am-12pm. For further information visit the [community forums](#) page of the Royal Commission website.

The Commission's community forums provide an opportunity for members of the local community to hear about the work of the Royal Commission and to offer ideas on the challenges, strengths and opportunities to improve aged care.

Commissioners Richard Tracey AM RFD QC and Lynelle Briggs AO will attend.

To guarantee a seat, please book your place by no later than Wednesday 1 May, either telephone on 1800 960 711 (8am-8pm AEST Monday-Friday, except public holidays - interpreter services are available) or via [Eventbrite](#).

Humans of Aged Care



[Humans of Aged Care](#) celebrates the amazing individuals and stories that make Australian aged care so special. Tell us about someone you know – it might be someone delivering care as a care worker, working in an aged care facility (cook, cleaner, administrator, manager etc), an unpaid carer or volunteer, or a resident/individual receiving care and/or their family members. Or perhaps there is a special relationship you've observed or been a part of that is worthy of nomination.

We want to share these stories so we can spread the word about the good that is done every day in aged care – [NOMINATE TODAY](#).



ACSA's State/Territory News

[New South Wales & Australian Capital Territory](#)

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

[Click to view full 2019 ACSA Training and Events Program](#)

2 May: [Living Well Through Valued Roles](#) (BPP Project, SA)

6 May: [\(EOI\) Retirement Village Management - One Day Intensive \(ACT\)](#)

29 May: [Workshop: Innovating Dementia Care in Denmark \(NSW\)](#)

12 July: [2019 WA Aged Care Awards \(WA\)](#) - nominations open!

19 July: [2019 SA Aged Care Awards \(SA\)](#) - nominations open!

8 - 10 October: [2019 ACSA National Summit](#) - registrations now open!!

Other Events

WA Forum for Impact Investment in the Community Housing Sector - Perth, 17 May



2019 is a time of unprecedented challenges, opportunities and change across the not-for-profit sector in Western Australia. While the sector is stretched capacity meeting increasing demand across the board for community services, there has never been a more critical time to consider innovation with an eye to collaboration in developing innovative social finance, impact investment and social enterprise initiatives.

The Community Housing Industry Association (WA), in partnership with Shelter WA, BOOMPower, Impact Seed, Aged and Community Services Australia and Impact Investment

Group invite ACSA members to a workshop on impact investment opportunities facilitated by Impact Seed. It is aimed at CEOs, CFOs and Senior Asset Managers.

This event is **free for ACSA members**. More information [here](#)

Governance in Aged Care and Strengthening the Aged Care Workforce conferences - Sydney, 29-30 May & 4-5 June



Australian aged care providers are going through a transformative period as they prepare for the impending transition to the new Single Aged Care Quality Framework & Standards. A robust workforce and effective governance are both crucial elements to meeting these new standards.

Developed in partnership with ACSA and COTA, the [Governance in Aged Care conference](#) and the [Strengthening the Aged Care Workforce conference](#) are running in Sydney across May and June. Every organisation faces unique challenges, and these events are unmissable opportunities to bolster workforce and governance, which determine the quality of care delivered.

Governance in Aged Care, 29-30 May
Strengthening the Aged Care Workforce, 4-5 June

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

Publications, reports, grants and resources

Government announcements

Health Budget at a Glance_2019-20 - [click here](#)
Advice from the Department of Human Services - Payment runs - public holiday notice

Easter - No aged care payment runs will occur for the period from Friday 19 April to Monday 22 April. Normal arrangements will resume on Tuesday 23 April.
Anzac Day - No aged care payment runs will occur on Thursday 25 April. Normal arrangements will resume on Friday 26 April.

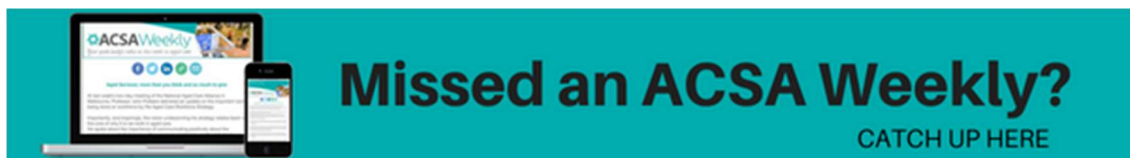
[Aged Care Overview – 12 April 2019 - click here](#)

Other resources

[Grant announcement - Specialist Dementia Care Program - click here.](#)

[Palliative Care Australia \(PCA\) survey for people working in aged care](#)

The focus of this survey is to explore the thoughts and experiences of staff in aged care discussing end-of-life preferences with patients/residents. [Access survey here](#)



A banner for ACSA Weekly featuring a laptop and a smartphone displaying the website. The text reads: "Missed an ACSA Weekly? CATCH UP HERE".

NATIONAL PARTNERS



INDUSTRY PARTNERS



ACSA Member Update

Keep updated on legislative changes

Dear Debra,

Aged & Community Services Australia (ACSA) is always striving to offer additional solutions to members to help you to save time and costs.

Based on your feedback, and to help you to operate under the new Aged Care Quality Standards that come into effect from 1 July, we are seeking Expressions of Interest in new services that will provide:

- Customisable legislative alerts, including 24-hour notification of publicly announced changes to or introduction of new legislation. This service will replace the current Holman Webb quarterly legislative updates service;
- A web based technical and safety information management system that includes automatic updates on standards.

These services will be provided by ACSA partner SAI Global's Lawlex Premium and i2i platform at a significant discount for ACSA members. Multiple employees at your organisation can have access within the ACSA member subscription price. Ongoing training and support - as well as a comprehensive onboarding program - are also included.

Lawlex Premium

The Lawlex Premium online portal keeps you up to date with legislative changes and allows you to individually customise what legislative alerts your organisation receives and how. It also provides you with a single point of entry for conducting Australian legislation research and includes:

- The ability to set customised profiles refined by jurisdiction, legislation title, subject and industry;
- Notification by email within 24 hours of publicly announced changes to or introduction of new legislation;
- Plain English summaries of those changes written by legally trained editors;
- Links to source documents; and
- Access to the SH&E Monitor product (Safety, Health and Environment).

Recommended retail price for an individual annual subscription is \$4780 ex GST.

Indicative pricing for ACSA member annual subscription is \$750-\$850 ex GST (final pricing will depend on the number of Expressions of Interest).

Existing Lawlex Premium customers will be able to transfer to ACSA member pricing at the end of their current subscription).

Further information on Lawlex Premium can be found [here](#).

i2i Platform

The i2i Platform provides a content management system for a business' most important technical and safety information, to support business intelligence for risk management, compliance and audit purposes.

The platform supports several document management features to help streamline your organisation's externally purchased information alongside your own technical data. Some of the benefits of i2i include:

- A low technology footprint as the platform is web based and ready to access across multiple devices and browsers, offering high performance and easy integration capabilities;
- System and document level security, ensuring user and copyright integrity;
- An 'Online Viewer' feature that allows documents to be browsed quickly without waiting for lengthy document downloads;
- Administration tools to manage user access with roles and responsibilities - only making available certain collections of information as required;
- Documents can be tagged, bookmarked and have notes or links added to help share business intelligence around your organisation;

- The platform can be multilingual, covering six different languages, and can be delivered supporting your brand;
- A management dashboard feature offering reports at a user and document level to avoid duplication and misuse;
- An online integrated role based purchasing system with order tracking features essential for compliance audits; and
- With the Click2View service, full text access to worldwide standards or technical documents from around 330 publishers and partners. Automatic updates and an email notification service will inform you of any changes.

Recommended retail price for an individual annual subscription is \$4045 ex GST.

Indicative pricing for ACSA member annual subscription is \$400-\$700 ex GST (final pricing will depend on the number of Expressions of Interest).

Existing i2i customers will be able to transfer to ACSA member pricing at the end of their current subscription.

Further information on i2i can be found [here](#).

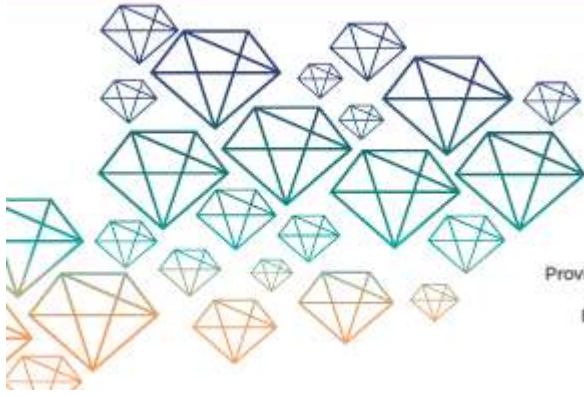
To express your interest in an ACSA member subscription to either or both of these services please email Susan Greenbank, ACSA Membership Manager, at susan.greenbank@acsa.asn.au by **13 May with the following message (delete any service you are not interested in):**

Lawlex Premium – YES

i2i Platform - YES

Further information on final pricing and how to access the subscription will be emailed to you at the end of the Expressions of Interest period.

Please email susan.greenbank@acsa.asn.au with any questions.



ACSA AGED CARE AWARDS

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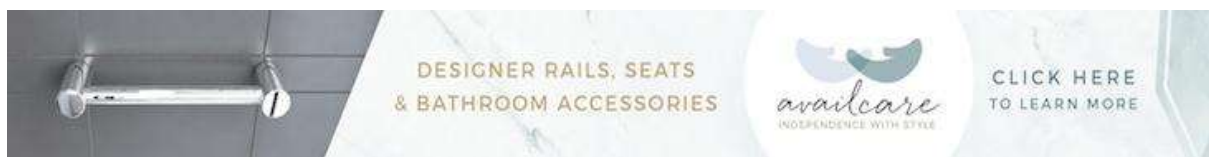
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INDUSTRY PARTNERS



Community Care Review | Please add us to your safe sender list and set images to always display.
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Latest News



[Demands released for 'invisible, isolated' home care workforce](#)

The unions representing aged care workers have released a five-point plan ahead of the federal election in May, including a shopping list of demands for home care workers.



[Report reveals increase in elder abuse notifications](#)

Almost 1900 older Queenslanders were victims of alleged abuse by a family member or friend over a twelve-month period, according to a state government report.



[Provider rolls out individualised reablement programs](#)

WA provider Bethanie says an individualised training program rolled out at its wellness centres will help motivate customers to achieve meaningful goals.



[Disability service providers unprepared for NDIS registration](#)

A lack of knowledge among providers about what is required to register with the NDIS Commission before 1 July 2019 has contributed to the \$1.6 billion “underspend” revealed in the Budget, writes Nathan Templeman.

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[Meaningful Ageing Workshops](#)

Feb 26 – May 31 all-day

With the new Quality Standards, contemporary integrated spiritual care is no longer an optional extra.



[ATSA Independent Living Expo](#)

May 8 – May 16 all-day

The ATSA Independent Living Expo will be back and bigger than ever in 2019, with two shows in Sydney (8-9 May) and Brisbane (15-16 May).



[Home Care Package Design Seminar Stage 2](#)

May 16 – Jun 6 all-day

Getting your model right!



[COTA + ACSA Governance in Aged Care Conference](#)

May 29 – May 30 all-day

Ensuring continuous improvement in clinical & corporate governance amidst scrutiny & reform



[COTA + ACSA | Aged Care Workforce Conference](#)

Jun 4 – Jun 5 all-day

Embedding quality throughout the workforce to deliver consumer centred care.



[Aged Care Week](#)

Jun 18 – Jun 20 all-day

Akolade's Aged Care Week is designed to help those working in residential

[Email not displaying properly? Click here to view it online](#)

eNEWS

 **ncoss**
NSW Council of Social Service

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A MESSAGE FROM NCOSS CEO



Dear all,

With a new Minister for Families, Communities and Disability Services - the Hon. Gareth Ward MP - the creation of Stronger Communities and Customer Service clusters and with the final makeup of the Legislative Council now known, it promises to be an interesting time in NSW!

NCOSS, along with others in the sector will be meeting with the new Minister and other MPs, working with our colleagues in the bureaucracy to understand the changes afoot, and grabbing the opportunity to ensure that the needs of those impacted by poverty and disadvantage are squarely on the agenda.

In the lead-up to 23 March, NCOSS commissioned a survey on perceptions of inequality and community priorities. We've combined the survey results with other research to produce the Issues Paper Insights on Priorities which makes for interesting reading. Take a look [HERE](#).

In consultation with members, we have also recently prepared submissions to the Productivity Commission's Inquiry into Mental Health and the Access System Redesign Discussion Paper put out by *Their Futures Matter*. You can access our submissions [HERE](#).

Disability supports in the community have garnered a lot of media attention in recent weeks. The Royal Commission into Violence, Abuse and Neglect of People with Disability has been launched, harrowing statistics have been released by the NDIS Quality and Safeguarding Commission and the extent of unexpended NDIS funds has been revealed. [Read the story](#) in this edition for more details on all that has been going on.

Finally, NCOSS is very excited to have launched the Investing for Good 2019 Conference Program. The program will provide organisations the opportunity to develop the practical knowledge, skills and networks required to adapt to a changing funding landscape, increase investment readiness, and build capacity to create longstanding social change. [Read the full program here!](#)

And we also have the Federal election to look forward to! But in the meantime here's hoping we all get some much needed rest, relaxation and family time over the Easter break.

- Joanna Quilty, NCOSS CEO

NCOSS News & Events

Investing for Good 2019 – Conference Program Live Now!



The I4G 2019 Conference program provides the opportunity to develop practical knowledge through capacity building workshops, insightful peer-to-peer learning sessions and candid discussions with government, investors, the corporate sector and philanthropy. Full program available [HERE](#). [Register now](#) for your opportunity to increase your organisation's investment readiness, and to build capacity in our shared goal of creating longstanding, impactful, positive social change. [More here!](#)

NCOSS Issues Paper – Insights on Priorities



In February 2019, NCOSS sought the views of 544 NSW residents on their perceptions of inequality. This Issues Paper compares these findings with other research and commentary related to the views of this group of NSW residents. Overall, it is clear that people feel inequality is growing and that more action is required on a range of essential services. Read the full paper [HERE](#).

NSW Legislative Council – Training Opportunities Announced!



We are excited to announce the upcoming NSW Legislative Council Workshop on Parliamentary Inquiries being held in Sydney on Wednesday 12 June. This is a free workshop aimed at those who are working in Policy or management in the community sector, and whose work potentially involves taking part in parliamentary Inquiries. Spaces will fill up fast – [Register now!](#)

NCOSS Productivity Commission inquiry into Mental Health



NCOSS has made a submission to the [Productivity Commission inquiry into Mental Health](#). We discuss how federal, state and territory governments must focus efforts on the 'missing middle' to keep people well in the community for longer, particularly through access to affordable mental health services, soft entry points and housing. Read our submission [here](#).

Solve It! Australia Workshop Opportunity



Solve It! Australia is an innovative capacity building initiative to empower Australian organisations to tackle complex problems. If your organisation is working to solve one of the root causes of disadvantage, we encourage you to check out Solve It, Australia presented by the Social Impact Hub. You may even be eligible to apply to share \$900,000 in capacity building funding! Limited early bird tickets are available until April 18 and NCOSS members receive 10% discount

using the code NCOSS. For more information and to register – click [HERE](#).

Upcoming NCOSS Professional Development Events

- [NGO Research Forum](#) - 24 April 2019
- [Investing for Good Conference](#) – May 9 2019
- [Governing a Community Organisation \(Orange, NSW\)](#) - 21 May 2019
- [Community Volunteer Management and the Law \(Orange\)](#) - 21 May 2019

Subscribe to NCOSS Training and Events Mailing List

Community Services News & Resources

Feeling lonely? You're not alone.



One in four Australians report being lonely - and they have significantly worse physical and mental health than connected Australians. *The Australian Loneliness Report*, undertaken by The Australian Psychological Society (APS) and Swinburne University of Technology, surveyed 1600 Australians.

[Read More](#)

ACNC compliance team finds more concerns with charities



The Australian Charities and Not-for-profits Commission says its own data matching and intelligence gathering are adding to the volume of concerns previously attributed to increased public awareness of its regulatory role.

[Read More](#)

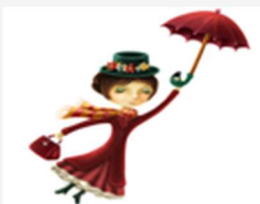
Community Trauma Toolkit to reduce the impacts of disasters



Approaches to disaster response are evolving. Natural disasters and other traumatic events can seriously impact the emotional wellbeing of those affected. The Emerging Minds organisation has developed a toolkit to help workers and families before, during and after a traumatic event.

[Read More](#)

Pop-in volunteering enables more flexibility



Lifeline stores on the mid North Coast of NSW are trialling a new way of engaging volunteers. Rather than being bound by a regular schedule, volunteers are able to 'pop in' when it suits them.

[Read More](#)

The NSW Government to establish an Ageing and Disability Commissioner



The NSW Government will establish an Ageing and Disability Commissioner from 1 July 2019 to better protect adults with disability and older people from abuse, neglect and exploitation in home and community settings.

[Read More](#)

Get ready for National Volunteer Week 2019!



National Volunteer Week is coming up in May. Find out how you can get your organisation involved!

[Read More](#)

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

Professional Development Events

Automate your Organisation - Free Webinar, 28 May 2019



By introducing automation into your organisation, you can greatly increase the speed, efficiency and accuracy of processes like posting to social media, tracking communication, replying to emails and more. Join our facilitator Anne-Marie Kerr to learn how IFTTT, Zapier and all of your apps can work together to simplify your day.

[Read More](#)

Working with Loss & Grief in Palliative Care Workshop - Free- Mudgee - 30th & 31st of May



This workshop focuses on the loss and grief support network for the dying and their families. It incorporates principles of palliative care, which means affirming life and regarding dying as a normal life process.

[Read More](#)

Workplace Mental Health Symposium - 2nd and 3rd of September 2019 - Brisbane



The Workplace Mental Health Symposium is committed to helping you achieve the best possible outcome for your workers. To further our commitment, we will provide you with access to all of the symposium resources, research papers, presentations and highly valuable audio recordings.

[Read More](#)

Tech Inclusion Conference - 22 May 2019, Melbourne



Join this conference for a full day of keynotes, panel discussions, solo talks and an interactive session focusing on inclusive innovation across the tech ecosystem.

[Read More](#)

Coming up: Recruiting and Retaining Volunteers - 29 April 2019, The Rocks



Attracting and retaining volunteers can be a major challenge for volunteer managers and their organisations. This workshop will explore strategies and solutions to common issues within the volunteer management sector, as well as presenting key concepts that can aid in the process of recruitment. This training is delivered by Penny York.

[Read More](#)

Multicultural diversity in the health sector workshop - 28 May 2019, Bathurst



These workshops are designed to improve health professionals' knowledge, skills and confidence to care for people from multicultural backgrounds with life-limiting illnesses.

[Read More](#)

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

In Brief

Justice Connect is hosting Screening Checks for NFPs – the What, When, How and Why! webinar on Tuesday 7th May. More information [HERE](#).

Child Safe Face to Face Training – The Office of the Children's Guardian offers free child safe training sessions for people working or volunteering in child related organisations in NSW [register here!](#)

Co-design of NSW ILC Community Engagement Education Package Project – MHCC's NSW ILC Community Engagement Education Package (CEEP) Project will develop learning opportunities for non-mental health specific community workers, volunteers and peers to help them better support people living with a mental health condition outside of a funded NDIS package. [More information here!](#)

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NCOSS Sector Development 2019

**New Learning Opportunities in Orange-
Tuesday 21 May**

**Not-for-Profit Law: Governing a Community
Organisation**

Tuesday, 21 May 2019
9:30 am to 12:30 pm
Orange Regional Gallery West Room
151 Byng St, Orange

How well do you understand your legal duties as a board or a committee member of a non-profit organisation?

This popular the-law-in-plain-English session from Justice Connect is coming to Orange! It will help you understand the following subject areas from a legal perspective, in an interactive and reflective way.

- The legal role of committee members as decision makers
- The difference between governance and management
- The legal status and structure of your organisation and what this means for governance
- The importance of your organisation's rules and legal purpose or objects
- The four main legal duties of committee members
- Other laws that you should be aware of as a committee member
- Potential liabilities and how to protect yourself and your organisation

"The information was great, the examples were perfect to clarify, and the activities were great for cementing the information." - Waminda Community House

For more information and to register:

Click below (or copy & paste the link) for event info and registration details -
<https://www.ncoss.org.au/civicrm-event/193>

Volunteer Management and the Law

Tuesday, 21 May 2019
1:30 pm to 4:30 pm
Orange Regional Gallery West Room
151 Byng St, Orange

The way the law applies to volunteers can be complex and confusing.

This popular session will take volunteer managers through the components of a successful and legally-compliant volunteer management program. It presents legal concepts in plain English and in an interactive and reflective way, using case studies, diagrams and a workbook.

“These sessions should be mandatory for community organisations – such valuable information and a great chance to discuss concepts and apply to experiences.”- Carol Pawsey, Wavlink Neighbourhood House

Who should attend this session?

People involved in managing or coordinating volunteers in a not-for-profit community service, local government or self-funded community organisation.

For more information and to register -

Click below (or copy & paste the link) for event and registration details:

<https://www.ncoss.org.au/civicrm-event/194>

Your Learning Facilitator



Anna Lyons

Anna joined the Not-for-profit Law team in October 2015, having most recently worked as a senior lawyer with Justice Connect Homeless Law. Anna worked at Herbert Smith Freehills from 2005 to 2012 and during that time gained experience advising not-for-profit organisations and delivering training for the community sector as a member of the firm's Charity Law team. Anna has a particular interest in governance and taxation of not-for-profit organisations.

In addition to her commercial experience, Anna has volunteered for a community legal centre in Melbourne and with not-for-profit organisations in Laos and Indonesia.

Special Offer to all registrants

Get an instant 25% off the second session, if you register for the two half-day sessions on 21 May in Orange: “Volunteer Management and the Law” and “Governing a Community Organisation”.

Simply type in the discount code SECOND25OFF when you register. This offer is subject to availability and to NCOSS' cancellation policy.

Questions? Happy to help. Here's how to reach us.

For queries about NCOSS' learning opportunities, please email rocellita@ncoss.org.au.

For general queries about NCOSS' work, please ring (02) 9211 2599, or email info@ncoss.org.au

NCOSS is located at Level 3/52-58 William St. Woolloomooloo NSW. We are open from 9 a.m. to 5 p.m. on weekdays.

We are working for a New South Wales that is free from poverty and inequality.



ACSA Member Update

2019 Federal Election

ACSA's 'Five Urgent Priorities for Aged Care'

Dear Debra,

As we come out of the Easter and Anzac Day period, the election is reaching fever pitch.

While aged care has continued to be a top of mind issue in the media and community in recent months, many of us believe and hope that the Royal Commission is the vehicle that can deliver long term reforms that will better support older Australians and aged care in Australia.

We know that in order to respond to the complex challenges and opportunities presented by our ageing nation we need the entire community more involved in a discussion about how to make aged care sustainable. ACSA is developing a strategy to support and drive such an outcome with details of that becoming available in the weeks to come.

But we can't let the necessary longer-term view become an excuse to kick reforms down the road, and with that in mind ACSA has proposed five urgent priorities that we will be promoting throughout the remainder of the election – and we'd like you involved.

ACSA's 'Five Urgent Priorities for Aged Care' are not silver bullet policies, rather they are practical and simple ideas that we believe can be progressed immediately in the new parliament, regardless of who forms government. These are ideas that the political parties have no excuse to ignore to push off until after the Commission delivers its recommendations and are most likely to get traction in an election campaign context.

Download the ACSA Election Statement [here](#) which includes ACSA's 'Five Urgent Priorities for Aged Care'.

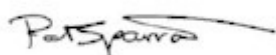
We are asking ACSA members to get involved and use the election statement, along with our template media release (which can also be turned into a letter/email to candidates), to promote these priorities in your local area. It's easier than you think to get involved:

1. Send the statement to your local candidates by email or social media and ask for their response. If you don't already know your local candidates, there are some online guides that can help including the Tally Room ([here](#))
2. Use our template media release to create your own version and send it to your local paper and/or local radio outlets ([here](#) - *please note this will download a MS Word document*)
3. Let us know what you've done so we can keep track of the campaign and the responses we get

If you or your communications team would like help in finding your local candidates or assistance with media – please contact Christopher Hampton, State Government Relations Manager, ACSA, on christopher.hampton@acsa.asn.au or 0409 511 037.

Our longer term strategy dealing with the ongoing and significant financial and system sustainability issues will be available soon.

Regards,



Pat Sparrow, CEO



The banner features a collection of colorful diamond shapes on the left side, transitioning from blue to orange. On the right, the text reads: **ACSA** (with a gear icon), **AGED CARE AWARDS**, and **NOMINATIONS OPEN*** in a blue box. Below this, a list of award categories is provided: **Provider of the Year | Regional, Rural, Remote (RRR) Provider of the Year | Innovation in Service or Design | Distinguished Service in Care | Employee of the Year | Volunteer of the Year | Trainee of the Year**. At the bottom, the website acsa.asn.au and the closing date ***Close 2nd May** are listed.



NATIONAL PARTNERS



INDUSTRY PARTNERS



3 WEEKS TO GO

The National Aboriginal and Torres Strait Islander Corporation, Transport and Community Services (NATSIC) is pleased to confirm the impressive line-up of speakers for our 3rd National Indigenous Transport Conference,

Transport Dreaming - Defining the Journey – 14, 15 & 16 May 2019

Hear from:

The Hon. Ken Wyatt MP, Minister for Indigenous, Senior Australians and Aged Care

Pat Walker and the WA Royal Automobile Clubs Autonomous Vehicle Pilot

The Aged Care Quality and Safety Commission

NDIS Providers

Aged Care Providers

Health Care Providers

Uber Australia

And many more exciting presenters!

We have struck a deal with the Parmelia Hilton for an unbeatable offer on accommodation for the conference. Click the link below or go to our [website](#) for further details:

https://secure3.hilton.com/en_US/hi/reservation/book.htm?inputModule=HOTEL&ctyhocn=PERHITW&spec_plan=GNATS&arrival=20190513&departure=20190517&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT

DON'T MISS OUT!

Click the logo to be taken to our website for full list of speakers, sponsorship opportunities, conference registration and exclusive accommodation deal.



Register now, before it's too late, to secure your place at the Perth Convention and Exhibition Centre in May 2019 and enjoy innovative and thought-provoking presentations

from industry leaders, emerging leaders, providers and influential decision making bodies from across Australia.

We also invite you to register your organisation to showcase an information stall during the conference and amplify your messaging to a national delegation and have attached our sponsorship prospectus to this invitation which includes everything you need to know.

The conference aims to provide an enabling platform for open dialogue to explore and define Indigenous specific transport options and innovations in remote, regional and urban locations. This will be achieved through promoting a strong focus on innovative transport solutions across areas that have significant impacts on the health, wellbeing, cultural obligations and social inclusion of Aboriginal and Torres Strait Islander people and communities across Australia.

The conference content will also target transport related issues focussing on strengthening and increasing equity and access to My Aged Care and the National Disability Insurance Scheme (NDIS).

Book your place today!

If you wish to discuss your attendance or if you require further information, please contact our Conference Convenor on 0409 019 822, or email at conference@natsic.com.au.

NATSIC looks forward to seeing old friends, stakeholders, and partners and meeting new ones.

Yours sincerely



Jim Golden-Brown

CEO

National Aboriginal and Torres Strait Islander Corporation – Transport and Community Services

Address:

67 Henley Beach Rd,

Mile End, SA 5031
PO Box 69
Torrensville Plaza, SA 5031
T:1800 762 874
E:conference@natsic.com.au
www.natsic.com.au
ICN: 7866
ABN: 364 420 199 24



NATSIC recognises and pays respect to the Custodians of the lands and waters of Australia and all Elders both past and present.

Dear Member Organization

A reminder that nominations are now open for our 2019 New England Volunteer Awards and will be closing on Friday 3 May.

In efforts to make nomination easier our awards are compatible with the 2019 NSW Volunteer of the Year Award, which means that you won't need to nominate your volunteers twice if you want to enter them in both awards. Also you can now make an online nomination at <https://yoursay.armidale.nsw.gov.au/volunteer-awards>. For anyone having difficulty making an online nomination I've attached a copy of our form plus our information sheet.

I do hope you'll take this opportunity to demonstrate your appreciation of your volunteers' efforts for our community by nominating them for our awards. Nominees and nominators will be invited to the morning tea on 21 May which celebrates National Volunteer Week and where presentations will be made by Adam Marshall.

Please give me a call if you have any questions about the awards.

Best wishes

Jane

Jane Davies

Coordinator Armidale Volunteer Referral Service



Nomination form
New England Volun



Information for
Nominators.pdf

From: Deb Pugh <deb@nesst.org.au>
Sent: Friday, March 29, 2019 9:52 AM
To: Wendy Allingham <wendy@nesst.org.au>
Subject: uralla wellness

<https://www.armidaleexpress.com.au/story/5950849/uralla-senior-citizens-explore-wellness/>

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.



Greetings All,

Please see below a training opportunity to be held at the Armidale Community Health Centre on the 9th May.

Cheers

Faz

Graham Fazio

I acknowledge Aboriginal peoples as the owners and custodians of this land.'

Senior Health Promotion Officer

Population Health

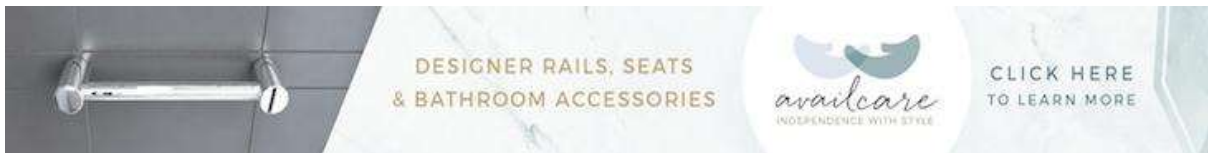
Hunter New England Local Health District

HNELHD - Population Health



Nitty
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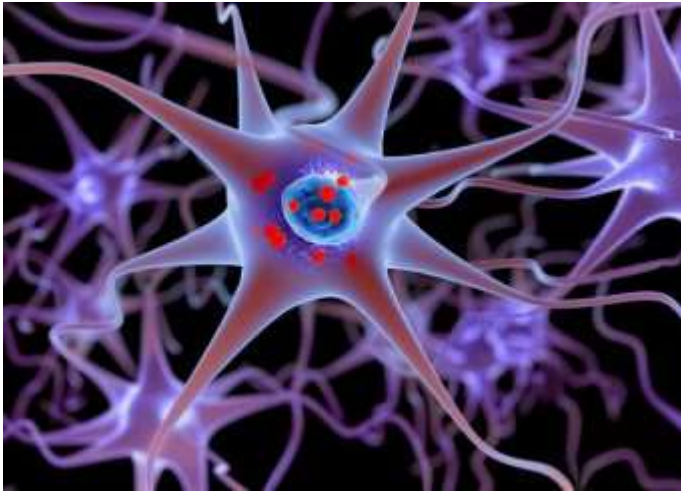


Latest News



[Govt denies 'smoke and mirrors' home care con](#)

The federal government has denied using smoke and mirrors to con older Australians about home care by trying to pass off old announcements as new ones in the budget.



[Study finds cognitive link between dopamine, Parkinson's](#)

An Australian study suggests that dopamine treatment could reduce apathy in Parkinson's disease and other neurological disorders including dementia.



[Training for dementia-friendly pharmacists](#)

Pharmacists now have the opportunity to get dementia specific training thanks to a new online course developed by Dementia Training Australia.



[Noticeboard: Carers Queensland opens new offices](#)

Carers Queensland has opened six new offices around the state as part of its involvement in the NDIS community partners program.

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2019
Outstanding Achievement
Award

2019
BEST IN NSW
Award

The image shows a plate of food with salmon, rice, and vegetables. There are two award medals on the right side of the plate. The text is in various colors and fonts, with some parts in bold.

[Events](#)



[Meaningful Ageing Workshops](#)

Feb 26 – May 31 all-day

With the new Quality Standards, contemporary integrated spiritual care is no longer an optional extra.



[ATSA Independent Living Expo](#)

May 8 – May 16 all-day

The ATSA Independent Living Expo will be back and bigger than ever in 2019, with two shows in Sydney (8-9 May) and Brisbane (15-16 May).



[Home Care Package Design Seminar Stage 2](#)

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Embedding quality throughout the workforce to deliver consumer centred care.



[Aged Care Week](#)

Jun 18 – Jun 20 all-day

Akolade's Aged Care Week is designed to help those working in residential



Investing for Good Conference - Thursday 9th May 2019

Announcing - *The Great Debate!*

Increasing demand for community services in the context of relatively static government investment in the sector means that rethinking of funding and financing is imperative. Private investment & philanthropic funds have a critical part to play.

Do you agree?

Join us for The Great Debate!

Debate Moderator & Host

- Julian Morrow, Founder of The Chaser, Giant Dwarf & The Checkout

Speakers for the Affirmative

- Ben Gales, Executive Director, Economic Strategy Division, NSW Treasury
- Mary Delahunty, Head of Impact, HESTA

Speakers for the Negative

- Nicky Sloane, CEO, Community Industry Group

· Jenna Price, Senior Lecturer Journalism Program UTS & Fairfax columnist

Read the full program [HERE](#).

Shopfront Arts Co-op Performance - Sponsored by Sefa.

Following the conclusion of this session we will be treated to a performance by [Shopfront Arts Co-op](#) sponsored by [Sefa](#). Shopfront Co-op is a youth arts organisation offering accessible, multidisciplinary arts programs to at risk, culturally and linguistically diverse and disabled young people. Don't miss this performance!

If you haven't already, [register now!](#)

Speed Consulting - Last Chance to Book!

I4G 2019 Speed Consulting is a free of charge opportunity for all I4G delegates to ask that burning question, to connect to experts with the experience, and build knowledge to push your enterprising ideas forward to investment readiness.

[Register Now!](#)

Joining us for Speed Consulting sessions will be:

1. [Brightlight](#)
 2. [Social Enterprise Finance Association \(SEFA\)](#)
 3. [Social Outcomes](#)
 4. [Social Traders](#)
 5. [Social Ventures Australia \(SVA\)](#)
 6. [StartSomeGood](#)
-

Accessibility:

We want to ensure that this conference is inclusive of all members of the community. If you have any accessibility requirements, please feel free to read our Accessibility Plan [HERE](#) or contact us at (02) 9211 2599.

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ACSA Employee Relations | 30 April 2019

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Member Update Employee Relations



ACSA Employee Relations newsletter - April 2019

Dear Debra,

The ACSA Employee Relations (ER) team, complemented by a dedicated team at [performHR](#), fields enquiries from providers all over the country as a service exclusive to

members. This service is to assist you in tackling anything from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. We aim to keep members up to date with current practice, changes to the Australian employment relations framework and industrial tribunal decisions which may impact on the operations of your businesses.

This ER advice is included in your membership and is to assist you in strengthening your HR capacity in the context of aged and community care, and thus minimising the likelihood of any possible negative outcomes when it comes to managing people or complex issues.

In this issue:

- [Social Community Home Care and Disability Services Industry \(SCHDS\) modern award – 4 yearly review](#)
- [Aged Care modern award – 4 yearly review](#)
- [Employees and social media – protecting your organisation online and mitigating risk](#)
- [Flexible working arrangements – changes to modern awards](#)
- [Contact Employee Relations Team](#)

Social Community Home Care and Disability Services Industry (SCHDS) modern award – 4 yearly review

The first stage of the Fair Work Commission (FWC) hearing regarding proposed variations to the Social Community Home Care and Disability Services (SCHDS) Award was held before the Full Bench from 15-17 April.

The hearing dealt with some of the variations sought by the union parties (the Health Services Union, Australian Services Union and United Voice), and consisted of proposals. [Continue reading...](#)

Aged Care modern award – 4 yearly review

The hearing for the Aged Care modern award was held at the FWC in Sydney on 12 April. There were four substantive claims heard before the Full Bench in relation to the Aged Care Award 2010:

1. Introducing a telephone allowance, sought by United Voice and the Health Services Union;
2. Changes to the classification definition of Aged Care Employee Level 4 (ACE 4), sought by United Voice;
3. Amending the broken shift clause to require each part of a broken shift to be at least two hours; and
4. An increase in the rates payable to casual employees on weekends and public holidays, sought by the Health Services Union.

ASCA was represented by Mr Bruce Miles, Barrister, and our [submission](#) was that neither United Voice nor the Health Services Union have established a merit case sufficient to warrant any variation of the Aged Care modern award. The Full Bench requested further information regarding industry profile, legislation and funding and the classification definition of ACE 4 (how it is practically applied in industry). ASCA made a supplementary written submission which can be accessed [here](#).

Employees and social media – protecting your organisation online and mitigating risk

Sensis data released in 2018 showed that 79 per cent of people in Australia use social media (Click [here](#) to access the 2018 Yellow Social Media report). With this number of people actively online, it would be naïve to think that work issues are not aired in this domain. The frequency with which employees are using social media to vent concerns or issues (real or perceived) regarding their employers is increasing. How do you ensure your organisation is protected from social media attack and how can this be kept in check by the organisation? [Continue reading...](#)

Flexible working arrangements – changes to modern awards

As part of the four yearly review of modern awards, the FWC has finalised the model term for requests for flexible working arrangements. These changes took effect on 1 December 2018 and apply when an employee has made a request for a change in working arrangements under the National Employment Standards (NES). [Continue reading...](#)

Contact Employee Relations Team

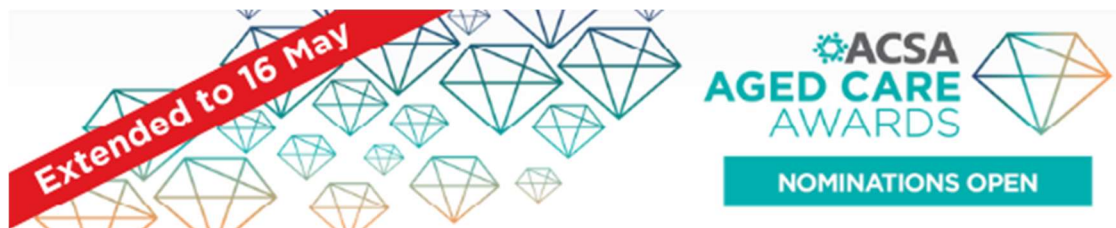
If you have any questions about anything in our newsletter or if you have any suggestions for future content, please contact:

P: 1300 239 220

E: acsamembers@performhr.com.au

Regards,

ACSA Employee Relations Team



FYI via Sarah Bradfield, and apologies if you've already received this 😊

Jane Davies

Coordinator Armidale Volunteer Referral Service



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SHS and service
provider FACT SHEET

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Latest News



[Carers sidelined by Home Care Package program](#)

The role and needs of family carers are being pushed to the side as an unintended consequence of the Home Care Package program, according to a researcher who has developed a carer framework for providers.



[Selection begins of Ageing and Disability Commissioner](#)

A new Ageing and Disability Commissioner with wide powers to investigate abuse of vulnerable adults will take up office in NSW from July.



[Voice command technology helps seniors manage at home](#)

Home care provider Feros Care is using voice-command technology to help clients manage their lives.



[Avoiding technology for technology's sake](#)

One of the biggest risks in bringing technology into healthcare is that it will make care impersonal and increase reliance on technology at the cost of personal interaction.

[Read more](#)

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Events

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