



NESST (New England Sector Support Team) Newsflash

Hi Everyone,

Welcome this week's edition of the NESST Newsflash. The table of contents is now interactive, so if you see an article you'd like to read, just press the Ctrl key and click on the link in the table of contents and you will be taken directly to the article.

New England **Sector Support Team**



Phone: 02 6772 3950

Upcoming Training

Nesst has a couple of upcoming training sessions planned. Please find invitations attached and stickyticket links to register.

Tamworth Transport Forum – Day One 13 November 2019

Frog Moore Park Retreat, 98 Bligh Street, North Tamworth

<https://www.stickytickets.com.au/89442>

Tamworth Transport Forum - Day Two 14 November 2019

Frog Moore Park Retreat 98 Bligh Street, North Tamworth.

<https://www.stickytickets.com.au/89443>

20 November 2019 - Community Basics and Orientation training

The Community Basics and Orientation training will be held on the same day at the Nesst Office Beardy St Armidale. If you are attending both session you are welcome to join us for lunch

Community Basics – Armidale <https://www.stickytickets.com.au/92580>

Orientation – Armidale <https://www.stickytickets.com.au/92581>



Community Basics
Training Flyer Armdi



Orientation
Training Flyer Nov 2



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GoCo Update

Hi All,

Please be advised that there **will be no Community Aged Care** meeting in November, but there will be a meeting held on Wednesday 4th of December with a guest speaker from Live Life Alarms coming to do a product presentation for us.

I will send out an invite, agenda and minutes of the previous meeting closer to the date, I look forward to seeing you all then!

Many thanks

Erin.



Erin Mercer GoCo CHSP Team Leader

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www.gococare.com.au or www.facebook.com/GoCoCar

TAFE NSW – North Region

Hello Again Everyone,

Please note the updated details from TAFE NSW – North Region and circulate to your networks accordingly.

POSITIVE BREAKING NEWS!

We have been granted an extension for enrolments until 29/11 for both programs. Can you get the word out asap, please?

Already had a few people enrolling.

Have attached an editable enrolment form, as well, for those who do not have a scanner. SEE REVISED COPY BELOW

Thanks for your ongoing support,

Teresa

GREAT NEWS: EXTENSION FOR ENROLMENTS GRANTED – DEADLINE NOW 29 NOVEMBER 2019

Exciting news for Newcastle, Lake Macquarie and Lower Hunter HNEH workers in Health and Care.



Once again, TAFE NSW is offering these two great programs in February and March 2020. We were very pleased to run these programs for HNEH earlier this year in the Upper Hunter and New England areas. These programs were really successful in bringing together ideas, personal stories, creative solutions and stimulating collaboration amongst health workers:

- **Incorporating Movement in Care and Health Programs, and**
- **Creating Engagement in Lifestyle Programs in Care and Health**

'It felt relevant and engaging throughout. I really enjoyed how practical the course was and I feel like I got a good chance to engage with the content.'

(HNEH health worker, Tamworth)

To reserve your place in 2020, you must **ACT NOW**. Print out the enrolment form attached, complete the marked areas and email back to me.

If you do not have access to a computer or a scanner to complete this process, Teresa's team will be happy to complete the enrolment form for the second program, if you would like to attend both. This will save you time and effort. Please note: you can select one or both of the programs.

Find attached the **INFORMATION FLYERS** and **ENROLMENT FORM**.

Important: with regards to the enrolment form, please only the areas marked in **DARKER** lines.

The deadline is **FRIDAY 29 NOVEMBER 2019**. Don't miss out on these two programs – they are refreshing, vital and engaging!!

These programs are supported by HNEH, TAFE NSW and NSW Strategic Training Services.

If interested, please note enrolment forms are to be sent to:

Teresa Conicella

Head Teacher – Music and Performing Arts

CREATIVE and DESIGN IDEATION

TAFE NSW – North Region

T 49237595 | M 0408 430275



ENROLMENT
FORM.PDF



KURRI Creating
Engagement in Lifesg Movement in a He



KURRI-Incorporatin



NDSI Info Sessions

Dear all,

Please share these invitations to two upcoming NDIS info sessions with your teams and the broader community

These sessions are designed to support and inform key people and organisations working with members of our CALD communities to access and navigate the NDIS.

The sessions are free, run for two hours, include case studies and resources and time for Q&A.

Please RSVP via Eventbrite (link contained below and within the attached flyers).

- WHAT:** CALD NDIS info sessions
- WHO:** Delivered by Vinnies LAC CALD Engagement Coordinator, and local LACs
- WHERE & WHEN:** Tamworth (Monday Nov 4, 1.30-3.30pm)
Armidale (Tuesday, Nov 5, 9.30-11.30am)

RSVP: **Tamworth:** <https://cald-tamworth-4-nov.eventbrite.com.au>

Armidale: <https://cald-armidale-5-nov.eventbrite.com.au>

Please do not hesitate to make contact if you have any questions.

Many thanks,

Gabriel



Flyer CALD Info
Session Armidale 5



Flyer CALD Info
Session Tamworth 4



NCOSS ENEWS



A MESSAGE FROM NCOSS CEO

Dear All,

NCOSS welcomes the announcement that there will be an increase in indexation to 2% and congratulate Minister Ward for backing us in this ask. Thank you to all of those in the sector who have spoken out to highlight the negative impacts that the lower indexation rate will have on our capacity to provide services to those most in need.

There is still progress to be made. Securing an indexation rate of 3% will assist the sector to fund the pay increase and meet the growing demands on our services. Given the recent NSW Government announcement of \$1.2 billion for 2018-19, NCOSS will continue to advocate for a further increase.

We were also pleased to see announcements regarding the TEI recommissioning process and applaud the intention to transition to 5 year contracts. We will be working closely with the Department of Communities and Justice to ensure that the sector is well-supported through the process of negotiating and finalising contracts. And we will work with our colleagues to ensure that similar steps are taken to support other organisations whose funding agreements are due for renegotiation, including those organisations funded under Specialist Homelessness Service agreements.

This week is the annual [Anti-Poverty Week](#). NSW is an affluent state, and yet 1 in 6 children in our State live in poverty. This week we're shining a light on the disadvantage experienced across the State, particularly in our regional communities. There is a lot happening, so make sure you get involved in the events and advocacy efforts using the APW resources!

Don't forget that we're hosting the 'Putting Regional Needs on the Map' event at NSW Parliament House on 24 October. We are bringing together a broad coalition of regional and cross-sector voices to provide a platform to discuss the concerns and challenges faced by their communities. [There is still time to register!](#)

- Joanna Quilty, NCOSS CEO

NCOSS News



NCOSS 2019 Annual General Meeting – Register now!

Register now for the NCOSS 2019 AGM! NCOSS is thrilled to announce that **Rev Tim Costello AO**, former chief advocate for World Vision Australia and a leading voice for social justice, will be joining us as guest speaker for this event. He will discuss his journey, adversities and successes on topics such as gambling, poverty and homelessness. NCOSS is calling for Board nominations - [more information can be found here](#). This is a NCOSS members only invitation. [Read more about the event and register here!](#)



Resources, Savings and Rebates to Help Communities Through Drought

The NSW Government is providing services and support for drought-affected communities across the state, including [rebates and savings](#). To help farmers, families and their communities identify the support relevant to them, Service NSW is sending a Cost of Living specialist to provide **free, on-the-spot drought support consultations**. Their [next stops](#) are Tenterfield (18 October), Wilcannia (18 October), Coonamble (22 October) and Walcha (31 October). These consultations can also be accessed at a Service NSW [Mobile Service Centre](#). Alternatively, customers can call 13 77 88 to speak to a specialist about available support!



ACOSS National Conference 26-27 November 2019 – Register now!

How can we talk about poverty to win hearts and minds to solve it? How do we harness the power of local community action to influence national policy debates? How do we bridge the divide between urban and rural communities to deliver better policy outcomes for all? These are just some of the topical, cross-cutting questions that will be explored at the ACOSS National Conference 2019. [Join ACOSS this year](#), and let's work better, together.



Australian Energy Regulator – Resources to support those experiencing hardship

Stronger protections are now available to households having trouble paying their energy bills. The [Australian Energy Regulator](#) has taken action to assist vulnerable customers experiencing payment difficulties by introducing an enforceable [Customer Hardship Policy Guideline](#). Energy retailers have important responsibilities in helping vulnerable customers. The Guideline requires energy retailers to provide consistent minimum standards of assistance, ensure hardship programs are easily accessible and put processes in place to identify customers who may need help. For more information, visit the [Australian Energy Regulator's website](#).

NCOSS Training & Events

23
OCT

[NGO Research Forum](#)

24
OCT

[Putting Regional Needs on the Map](#)

29
OCT

["Better Leaders Ask Better Questions" Workshop](#)

27
NOV

[Working with Others: MOUs to Mergers](#)

28
NOV

[NCOSS & NSW Legislative Council Parliamentary Inquiries Workshop](#)

[View all Training & Events](#)



Latest Community Jobs

- [Case Manager - Out of Home Care - Anglicare NSW](#)
- [Casual Youth Worker - Taldumande Youth Services Inc](#)
- [Case Manager - Stepping Out Housing Program](#)
- [Aboriginal Specialist Worker South West Sydney WDVCS - South West Sydney Legal Centre Inc](#)



- [General Manager, People & Communications - Wesley Mission Community Services](#)

[View all Jobs](#)

[Advertise your Jobs on the NCOSS Community Jobs Board](#)



[Subscribe to NCOSS Community Jobs Alerts](#)



Sector Professional Development

Charity Fraud Awareness - 24 Oct 2019, Online



Australian Charities & Not-for-profits Commission (ACNC)
Charity Fraud Awareness
24 October 2019, 12.00pm-1.00pm
Online

[Read More](#)

Challenges & Opportunities: What your NFP Board Should be Doing - 29 Oct 2019, Online



Moore's
Challenges & Opportunities:
What your NFP Board Should be Doing
29 October 2019, 1.00pm-2.00pm
Online

[Read More](#)

Producing Creative Video Content - 31 Oct 2019, Online



Connecting Up
Producing Creative Video Content
31 October 2019, 11.00am-12.00pm
Online

[Read More](#)

Deductible Gift Recipient (DGR) Status: What It is & how to Apply - 12 Nov 2019, Online



Justice Connect - Not-for-profit Law
Deductible Gift Recipient (DGR) Status:
What It is & how to Apply
12 November 2019, 12.45pm-2.00pm
Online

[Read More](#)

The Leader's Way: Discover your Way - 28-29 Nov 2019, Woolloomooloo



Verge Collaborative, Inside Out & Associates Australia & First Line
Coaching
The Leader's Way: Discover your Way
28-29 November 2019, 9.00am-4.30pm
Collective Purpose, 80 William St, Woolloomooloo

[Read More](#)

Sector News & Resources

Kaplan Business School Master of Business Administration Scholarships 2019



Kaplan Business School is partnering with the Australian Scholarships Foundation to offer three 100% MBA scholarships to not-for-profit staff Australia-wide in 2019. A Master of Business Administration (MBA) is widely regarded as the preferred qualification for professionals wanting to pursue a career

[Read More](#)

Governance Spring Clean for FACS Funded Organisations



Justice Connect - Not-for-profit Law is offering a governance 'Spring Clean' for free. This offer is available to NSW organisations funded by the Department of Communities and Justice - previously known as FACS. They will let you know all the great things you are doing and we'll point you down the right legal path

[Read More](#)

Study Proves Not-for-profit leaders Need a Better Welcome



Nearly half of Australia's not-for-profits are giving their directors - including treasurers, secretaries and chairs - a poor induction into their organisation, a study into the sector's governance shows. An induction is crucial to a new board member, bringing them up-to-speed with the key mission and vision of an organisation,

[Read More](#)

How to Start a Collective Giving Group



The Department of Social Services' research into the potential of collective giving in Australia concluded that as the idea of giving collectively becomes more commonly known and understood, more people will engage in this type of philanthropy. The research reveals collective giving's ability to grow philanthropy,

[Read More](#)

What Determines a Successful Fundraising Campaign?



Three things determine campaign success, according to this F&P Magazine article: prospects, campaign organisation, and leadership. For prospects, what matters are numbers, financial capacity, and quality of engagement. Campaign organisation is a combination of the campaign plan,

[Read More](#)



[Subscribe to Funding e-News](#)





In Brief

Carers NSW Week 2019 - To celebrate the incredible contribution Carers make to the community, Northern Beaches Council and the Northern Beaches Community Connect carers program, are hosting a series of free events during Carers Week (13 -19 October). [Read more!](#)

Safe Children Conference 22 October – [Register now](#) for the 2019 conference that will examine the intersectionality of child abuse and explore how all facets of society can work together towards meaningful change!

NCOSS Community Cover: Have you reviewed your full NFP insurance program recently? [Check out the NCOSS Community Cover.](#)

Dyadic Developmental Psychotherapy & Practice Level 1 Course - 27-30 Nov 2019, Sydney: introductory course on DDP by the Australian Childhood Foundation, as developed by Dan Hughes - [find out more.](#)

The Australian Community Sector Survey, 2019 deadline has been extended to 1 November. This is your chance to have your say! [Read more here.](#)

Recent Reports:

- [Intergenerational Transmission of Disadvantage in Australia - Life Course Centre](#)
- [Mental health services in Australia: updated - AIHW](#)
- [The Business Imperative to Improve Mental Health in Australia - PwC](#)
- [Elder Abuse National Research - Strengthening the Evidence Base: Research definition background paper - AIFS](#)
- [Closing the Gap: Retrospective Review - NIAA](#)
- [In good hands: the people and communities behind Aboriginal-led solutions - Oxfam Australia](#)
- [Indigenous employment and skills strategies in Australia: policy highlights - OECD](#)
- [Tracking transitions of people from PIR, PHaMs and D2DL into the NDIS: final report - CMHA](#)
- [Young people in child protection and under youth justice supervision - AIHW](#)



COMMUNITY Care REVIEW



A horizontal banner for INS LifeGuard. On the left is the INS LifeGuard logo, which consists of a green triangle with "INS" in yellow and "INS LifeGuard" below it. To the right of the logo, the text "Emergency Response by Qualified Nurses" is written in a bold, teal font. Below this, in a smaller teal font, are the services: "In-Home and Mobile Alarms | TeleHealth Services | Registered NDIS Provider". At the bottom of the banner, in white text on a teal background, is "For more information: 1800 636 226 | theinsgroup.com.au". On the far right of the banner is a small photograph of a woman in a pink shirt talking on a headset in a call center.

Latest News





[International students, Pacific Islanders plug aged care workforce gap](#)

Enterprise bargaining has been an 'abject failure' in terms of improving wages and conditions in the home care sector, the Royal Commission has been told.



[Home care workers suffering abuse, injuries](#)

Almost one in two home care workers have suffered a workplace injury, more than half have been abused and almost three quarters have been in situations where they have felt unsafe in a client's home.



[Audit shows unpaid carers in grip of chronic anxiety](#)

A survey of carers has found that almost one in four are living with chronic anxiety, and warns the situation will get worse without adequate supports.



[Royal Commission loses passionate champion for reform](#)





Aged Care Royal Commissioner Richard Tracey has died after a short battle with cancer.

Events

Presented by Australian Ageing Agenda Advertisers



[Standard 8 Organisational Governance Master Classes](#)

Sep 18 - Oct 28

Join your fellow directors, CEOs, executives and managers to enhance your understanding of Standard 8 and the practical steps and activities you should take.



[Understanding the new Charter of Aged Care Rights - free national event series](#)

Oct 20 - Dec 10

Older Persons Advocacy Network (OPAN) is hosting free interactive educational events for consumers, carers and families, and providers to facilitate understanding of the new Charter of Aged Care Rights.



[Home Care Seminar- for new staff and Providers](#)

Oct 23 - Oct 24

Workshop designed for those who may be new to the Home Care sector in Australia



[8th International Conference on Ageing and Spirituality](#)

Oct 26 - Oct 30

Charles Sturt University is hosting the 8th International Conference on Ageing & Spirituality in Canberra 27-30 October 2019.



[LASA National Congress 2019](#)

Oct 26 - Oct 29



["Coming of Age Together: New ways of knowing & acting" 2019 AAG Conference](#)



[ITAC 2020 – Transforming Independence through Innovative Technology](#)



LASA National Congress 2019 will be held at the Adelaide Convention Centre from 27-29 October. Be a part of the largest age services event in the Australasia.

Nov 4 - Nov 8

The 2019 AAG Conference "Coming of Age Together: New ways of knowing & acting " to be held in Sydney from 5th to 8th November 2019 is the place to hear from leading experts in the field of ageing. This year's program will include presentations and discussions led by respected researchers, academics, policy makers and practitioners.

Mar 2 - Mar 4

ITAC 2020 Transforming Independence through Innovative Technology 3 & 4 March 2020

AG Update Northern Tablelands

The Muster

<https://northerntablelands.ils.nsw.gov.au/resource-hub/newsletters>



ACSA MEMBER UPDATE

ACSA Royal Commission Update | 18 October 2019

[View this email in your browser](#)

ACSA Member Update

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL





Royal Commission Update - 29th Edition

Dear Debra,

The Royal Commission was in session this week in Melbourne, enquiring into the aged care workforce.

Workforce issues have been a significant challenge across the industry for many years, and are set to worsen as the supply of qualified aged care workers outstrips demand.

At a high level, witnesses identified that there are inadequate numbers of staff, they are inadequately trained, and they are inadequately remunerated. Providers face significant challenges in attracting, training and retaining staff.

All witnesses agreed that the current framework is not sustainable and urgent reform is needed.

Key themes covered this week were:

- **The centrality of the workers to care outcomes.**
 - Witnesses agreed that staff are the key input into producing quality care and quality of life for people receiving aged care services, either in their own home or in a residential care facility.
 - As ACSA's Darren Mathewson put it during his testimony on Wednesday; *'staff is the most important resource in delivering quality care.'*
- **The need for a lift in remuneration across the aged care workforce, particularly for Personal Care Workers (PCWs).**
 - No witnesses contested that the aged care workforce is underpaid.
 - There was general support for the recommendation of the Pollaer's Report that there needs to be a 15% increase to wages to help providers attract workers.



- **The failure of current aged care qualifications, particularly the Certificate III in individualised support, to produce sufficiently skilled workers.**
 - The current curriculum from which aged care workers are trained does not sufficiently prepare them for the tasks they must perform or the environment they must work in when they graduate and enter the workforce.
 - The lack of sufficiently skilled staff is preventing providers from being able to deliver high quality care to their clients and residents.
- **The inability of the current accreditation and compliance scheme to ensure all residential aged care providers meet the relevant standards in relation to ensuring an appropriate level of qualified staff.**
 - As illustrated by the Menarock Life case study, the Aged Care Quality and Safety Commission, which provides little guidance to its assessors on what appropriate levels of staffing would look like for different acuity cohorts, is failing to ensure facilities have adequate staff levels in place.
 - The lack of sufficiently skilled staff is preventing providers from being able to deliver high quality care to their clients and residents.
- **Aged care workers report feeling undervalued, time-poor and unsafe.**
 - Workers report that their poor remuneration sends a signal that their work is undervalued.
 - They also report high levels of stress, feeling like they are rushed to complete the tasks they are assigned each shift and lacking the time to provide proper attention, warmth and care to their clients.
 - Instances of abuse and unsafe work environments, particularly for home care workers, were also highlighted.
 - These factors together contribute to the difficulty providers face in attracting and retaining workers that have the skill and temperament to deliver quality care.
- **That the Aged Care Funding Instrument (ACFI) is not fit for purposes, and the need for a funding mechanism that classifies and responds to the acuity of residents.**
 - Most witnesses voiced support for the case-mix approach of the Australian National Aged Care Classification (AN-ACC) developed at the University of Wollongong as part of the Resource Utilisation and Classification Study (RUCS).



- The case-mix approach is designed to ensure that residents with the same care needs receive the same funding.
- It is also designed to decrease the amount of paperwork and compliance that often ties up the time of Registered Nurses, who end up 'nursing the desk' rather than helping deliver and oversee clinical care in facilities.
- **The lack of a mechanism to determine appropriate staffing levels, from which more comprehensive quality standards around staffing could flow.**
 - Witnesses agreed that apart from the RUCS and a similar piece of work done in collaboration between the ANMF and Flinders University, there are no solid methodologies available for providers to determine the appropriate levels of staffing for their resident profile.
 - If there is a move from ACFI to a case-mix approach to funding, witnesses agreed it may be possible to enshrine some degree of staffing baselines in the quality standards.
- **A Personal Care Worker registration scheme could help improve safety and quality outcomes for older Australians receiving aged care recipients.**
 - The Commission heard evidence that a registration scheme for workers similar to other health professionals such as nurses could help safeguard vulnerable residents from workers who are unsuitable for the trusted position, they occupy in aged care facilities and people's homes.
 - The Commission heard that the Aged Care Quality and Safety Commission has no power to keep track or to take action against Personal Care Workers who have had allegations of misconduct made against them, as heard in the Japara case study.
 - The Secretary of the Department of Health testified that they aim to bring legislation to enact a registration scheme in the next twelve months.
- **The crucial role of good governance and leadership in aged care providers to responding to workforce challenges.**
 - The Commission heard from a panel of leading aged care providers who testified that although the funding constraints affect all providers, good governance arrangements and strong executive leadership allow providers to deliver excellent care to their clients and a positive professional experience for their workforce.
 - *As Benetas CEO Sandra Hills puts it: "It all starts from the culture of the organisation right from the very top, the board of directors, right through to*




the executive... it's not just about funding. We all get the same amount of funding."

- **The lack of engagement or leadership from the Commonwealth in responding to the need for reform.**
 - Counsel Assisting stated that the Commonwealth has been “missing in action” when it comes to providing engagement or leadership on aged care workforce issues.
 - As the majority funder and a key stakeholder, witnesses testified that Commonwealth leadership is required when it comes to increasing wages, improving training outcomes and solving some of the skills-mix issues in residential aged care.
 - John Pollaers, author of the Workforce Strategy, expressed disappointment in the lack of urgency with which the government has approached the strategic actions listed in his report.

The Royal Commission will next meet in Mudgee from 4 - 6 November to tackle the provision of care in regional areas. That hearing will be followed the next week by a hearing in Hobart into the operation of selected Approved Providers.

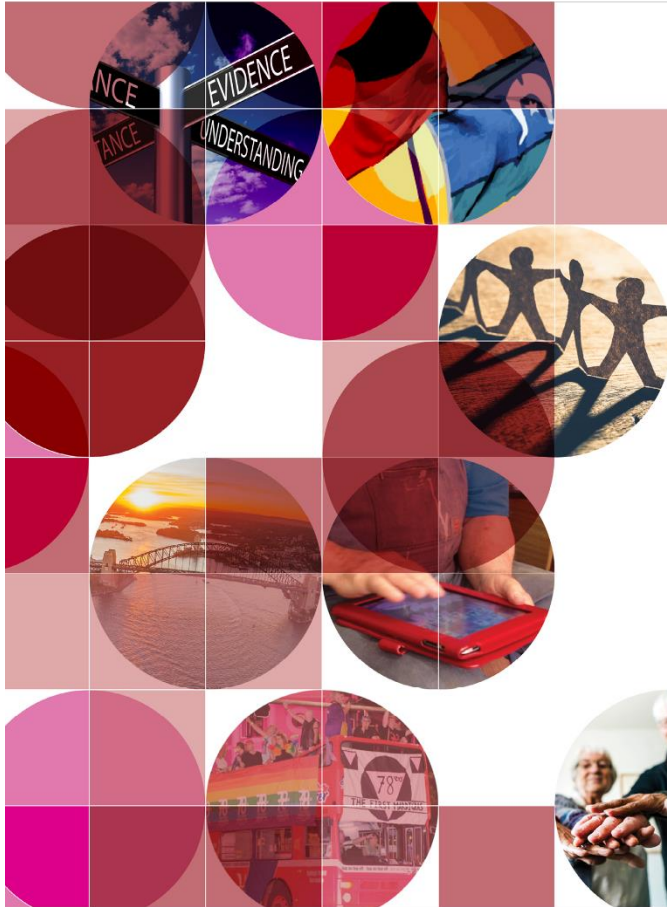
[Click here to download ACSA's overview for the 3rd Melbourne hearings](#)



Missed a Royal Commission Update?
CATCH UP HERE

COMMUNITY Care REVIEW





52nd AAG CONFERENCE
5 – 8 NOVEMBER 2019
5TH PRE CONFERENCE WORKSHOPS
SYDNEY, AUSTRALIA

**COMING OF AGE TOGETHER:
 NEW WAYS OF
 KNOWING & ACTING**


**CAN'T
 KEEP CALM**
ONLY LESS THAN
**1 MONTH
 TO GO!**

**JOIN US AT THE PREMIER MULTI-DISCIPLINARY
 CONFERENCE ON AGEING**

<p>20 Plenary Speakers</p>	<p>60 Concurrent Sessions</p>	<p>14 Pre Conference Workshops</p>	<p>280+ Presentations</p>
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CLICK HERE FOR THE PROGRAM TO REGISTER
KEYNOTE AND INVITED SPEAKERS INCLUDE



**Baroness Sally Greengross
OBE (UK)**
Politician and advocate for
older people
2019 Gary Andrews
International Fellow



Prof Andrew Byrnes
Human Rights
Scholar and Advocate
2019 David Wallace
Address



Ashton Applewhite (USA)
Author and Activist



Margaret Gillis (CAN)
President International
Longevity Centre Canada



Prof Teppo Kröger (FIN)
Professor of Social and
Public Policy
University of Jyväskylä,
Finland



Prof Kathy Eagar
Director – Australian
Health Services Research
Institute, University of
Wollongong



David Sinclair (UK)
Director – International
Longevity Centre - UK



Prof Leon Flicker AO
Professor of Geriatric
Medicine
Director, Western
Australian Centre for
Health & Ageing
University of WA



**RN'S BIG IDEAS HOSTED BY PAUL BARCLAY
WILL BROADCAST AT THE CONFERENCE
"WICKED ISSUES IN AGEING".**

**PANELLISTS:
BARONESS SALLY GREENGROSS OBE (UK)
ASHTON APPLEWHITE (USA)
PROFESSOR LEON FLICKER AO
PETER DE WAAL**



**Spring is here! Let's celebrate!
Spring Special rates ends 25th October 2019**

Details & Registrations >



Consider a **Staff Professional Development Package** for your organisation. This opportunity is available for organisations who wish to send a number of delegates to the Conference and to position your organisation supporting the professional development of your staff.

[Click here for options](#)

Pre-Conference Workshops

Enhance your experience by attending these workshops:

[Click here for more information.](#)

CHSP Futures Conference Australia 2020

Dear All

We're all set to go with **You Ain't Seen Nothin' Yet! CHSP Futures Conference Australia 2020**. As you're aware, a small group of SSDOs has been planning for this conference, to be held in Sydney on **10 March 2020**. Our venue is the [Teachers' Federation Conference Centre](#) at Surry Hills, Sydney, just across the road from Central Station. We're now calling for expressions of interest for presentations, of 15 to 30 minutes' length. EOIs are sought from service providers, researchers, and other stakeholders, and EOIs can be submitted online at <https://www.surveymonkey.com/r/DMKM8C2> by **15 November 2019**. We're particularly interested in having consumers and volunteers involved, so co-presentations between workers and consumers and/or volunteers are encouraged. We'd also love presentations about services and research in special needs communities, including rural and remote areas, CALD communities, Aboriginal communities, and LGBTI communities. We want to highlight the breadth and depth of the CHSP, and how it is able to respond and adapt to any situation. Attached is the conference precis.

We'd appreciate it if you could send this information to your networks, and encourage providers, researchers and others with great ideas to submit an EOI. The planning committee will review all EOIs, and plans to make the decision about which EOIs will be accepted by the end of November. Questions can be directed to me.

The planning committee has comprised Deb Helmrich, Gai Marheine, Anna Hartree, Janette Robinson, Julie Dunne, Marina Antonas, Meg Vost and Terrie Leoleos. I want to acknowledge their contribution and support.

We're excited about having a public showcase of the CHSP, and we look forward to seeing lots of great submissions. Please let me know if you have any questions.

Thanks



Tim Horton

Sector Support & Development - Eastern Sydney

Funded by the Australian Government Department of Health

Inner Sydney Voice

Rear 770 Elizabeth St, Waterloo NSW 2017

Phone: 02 9698 7784

Mobile: 0439 986 558

Email: ssdo@innersydneyvoice.org.au

Web: www.innersydneyvoice.org.au

Inner Sydney Voice Magazine: www.innersydneyvoice.org.au/pub/



Conference
blurb.docx



NCOSS Member Benefits and Special Offers

As an NCOSS member you have access to a number of exclusive benefits and special offers. Check out the latest discounts and opportunities below!

For any questions or for further information about these offers, please contact Susie Saba, Business Development Manager at susie@ncoss.org.au.





Pathways Australia So You've Made it to 'Manager' ... How to Survive and Thrive! - 19-20 November

NCOSS is pleased to announce a range of Member exclusive offers in partnership with Pathways Australia. Together, the partnership will focus on supporting the community sector to upskill senior leaders, managers and other staff with free, discounted, and affordable training, consultancy and more.

If you are interested in learning new management skills, this two-day course is full of practical ideas, techniques and tips on how to become a more effective and confident community services manager. To register for the upcoming course, [So You've Made it to 'Manager' ... How to Survive and Thrive!](#), use **Discount Code: NCOSS15**, for your 15% discount to be applied to the price of the course (Original Cost: \$759 +GST / NCOSS Members: \$645.15 +GST).

Complimentary Registration Offer: Complete the [Expression of Interest](#) by **1 November** to be considered for a complimentary ticket valued at \$759!

Read more about the free Employee Engagement Survey and Funding Alert Subscription [NCOSS Member Discounts](#).

[Register now and enter code NCOSS15 for exclusive 15% NCOSS member discount](#)



NCOSS 2019 Annual General Meeting 29 November - Register Now

Register now for the NCOSS 2019 AGM!

NCOSS is thrilled to announce that **Rev Tim Costello AO**, former chief advocate for World Vision Australia and a leading voice for social justice, will be joining us as guest speaker for this event. He will discuss his journey, adversities and successes on topics such as gambling, poverty and homelessness.

Nominations for election of Directors is now open: [Board Candidate Nominations](#).

Read more about the event and register below!

[Register now!](#)



CommBank - Design Jam 4 December



NCOSS is collaborating with CBA Social Impact Sector Banking to offer NCOSS members an opportunity to attend a CommBank Design Jam and discover how Design Thinking can be applied in your world.

CBA has reserved space for 8 teams (a team of up to 4 people from your organisation) to join them at their next CommBank Design Jam. This is an interactive and practical workshop intended to help you tackle one of your biggest challenges and show you how to fuel your creativity along the way.

[Discover more about CommBank Design Jam in the attached flyer.](#)

There are eight organisational spaces available (teams of up to 4 people per organisation) and will be allocated on a first in best dressed code.

The next step is to send your expression of interest to susie@ncoss.org.au.

Date: 4 December 2019
Time: 8.30am – 4.45pm
Venue: CBA Sydney TBC
Dress: Casual



NCOSS Community Jobs Board

NCOSS Community Jobs connects social and community sector services with quality staff. The Jobs bulletin is an established platform for community sector workers looking to find their next opportunity.

Our weekly Jobs Bulletin, containing a summary of the newest listings, goes out to 2,500+ subscribers seeking jobs in the NSW Human Services and Community Sector, and they'll be promoted through our social media platforms.

Advertise with us at a special NCOSS member rate now!

To receive the latest job listing straight to your inbox, [subscribe](#) to the jobs board newsletter!

[Advertise now](#)



COMMUNITY Care REVIEW

Australia's magazine on home and community-based care and support

A banner for INS LifeGuard. On the left is the INS LifeGuard logo, a green triangle with "INS" in yellow. The main text reads "Emergency Response by Qualified Nurses" in bold green, followed by "In-Home and Mobile Alarms | TeleHealth Services | Registered NDIS Provider" in smaller green text. At the bottom, it says "For more information: 1800 636 226 | theinsgroup.com.au". On the right, a photo shows a woman in a white uniform talking on a mobile phone.

Latest News



[Unspent funds hit \\$7000 per client](#)

The average amount of unspent home care funds held by providers has increased by around \$1000 in the last year to just under \$7000 per client.



[CDC throws up challenges for home care staff](#)

A study has found consumer directed care is making it hard for home care workers to establish relationships with clients.



[G20 health ministers endorse dementia policy](#)

Dementia has been recognised in a declaration by G20 Health Ministers, who have also committed to implementing national action plans.



[In-demand NDIS plan managers need tools to keep up](#)

An Australian-built plan management tool promises to reduce the administrative burden on NDIS plan managers.





Events

Presented by Australian Ageing Agenda Advertisers



Standard 8 Organisational Governance Master Classes

Sep 18 - Oct 28

Join your fellow directors, CEOs, executives and managers to enhance your understanding of Standard 8 and the practical steps and activities you should take.



Understanding the new Charter of Aged Care Rights - free national event series

Oct 20 - Dec 10

Older Persons Advocacy Network (OPAN) is hosting free interactive educational events for consumers, carers and families, and providers to facilitate understanding of the new Charter of Aged Care Rights.



8th International Conference on Ageing and Spirituality

Oct 26 - Oct 30

Charles Sturt University is hosting the 8th International Conference on Ageing & Spirituality in Canberra 27-30 October 2019.



LASA National Congress 2019

Oct 26 - Oct 29

LASA National Congress 2019 will be held at the Adelaide Convention Centre from 27-29 October. Be a part of the largest age services event in the Australasia.





**"Coming of Age Together:
New ways of knowing &
acting" 2019 AAG
Conference**

Nov 4 - Nov 8

The 2019 AAG Conference "Coming of Age Together: New ways of knowing & acting " to be held in Sydney from 5th to 8th November 2019 is the place to hear from leading experts in the field of ageing. This year's program will include presentations and discussions led by respected researchers, academics, policy makers and practitioners.

**ITAC 2020 – Transforming
Independence through
Innovative Technology**

Mar 2 - Mar 4

ITAC 2020 Transforming Independence through Innovative Technology 3 & 4 March 2020



From TAFE NSW - North Region. FW: new Movement and Creativity Programs for 2020

Good Morning,

FYI and circulating through your Networks (free courses to be held in Kurri Kurri in Feb 2020 and Mar 2020).

If interested, please note the deadline is 12pm Friday 25 October 2019 and enrolment forms are to be sent to:

Teresa Conicella

Head Teacher – Music and Performing Arts

CREATIVE and DESIGN IDEATION

TAFE NSW – North Region

T 49237595 | M 0408 430275

E teresa.conicella@tafensw.edu.au

Exciting news for Newcastle, Lake Macquarie and Lower Hunter HNEH workers in Health and Care.

Once again, TAFE NSW is offering these two great programs in February and March 2020. We were very pleased to run these programs for HNEH earlier this year in the Upper Hunter and New England areas. These programs were really successful in bringing together ideas, personal stories, creative solutions and stimulating collaboration amongst health workers:

- **Incorporating Movement in Care and Health Programs, and**
- **Creating Engagement in Lifestyle Programs in Care and Health**

'It felt relevant and engaging throughout. I really enjoyed how practical the course was and I feel like I got a good chance to engage with the content.'

(HNEH health worker, Tamworth)

To reserve your place in 2020, you must **ACT NOW**. Print out the enrolment form attached, complete the marked areas and email back to me.

If you do not have access to a computer or a scanner to complete this process, Teresa's team will be happy to complete the enrolment form for the second program, if you would like to attend both.

This will save you time and effort. Please note: you can select one or both of the programs.

Find attached the **INFORMATION FLYERS** and **ENROLMENT FORM**.

Important: with regards to the enrolment form, please only the areas marked in **DARKER** lines.

The deadline is **12PM FRIDAY 25 OCTOBER 2019**. Yes, that's right! This Friday! Don't miss out on these two programs – they are refreshing, vital and engaging!!

These programs are supported by HNEH, TAFE NSW and NSW Strategic Training Services.

Regards



Teresa Conicella

Kathryn McKinlay | Executive Support
McLean Care Ltd

A: 67 Killean Street Inverell NSW 2360

P: 02 6721 7300 | **F:** 02 6722 2025

E: Kathryn.McKinlay@mcleancare.org.au | **W:** www.mcleancare.org.au



ACSA Weekly Issue No. 139 | 24 October 2019

Issue No. 139 | 24 October 2019

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One more week until the Royal Commission Interim Report

The Royal Commission will deliver its interim report next Thursday, 31 October to the Governor-General in Canberra.

ACSA anticipates the report will focus on the late Commissioner Tracey and Commissioner Briggs' overall impressions about the aged care system and will provide some detailed analysis of topics covered from the commencement of the Commission's hearings until August this year. It will not make any recommendations, nor will it cover any of the evidence from the Brisbane hearing onward, including regulatory responses or the workforce issues aired during last week's hearings.

Despite not covering workforce or regulatory issues in-depth, we nevertheless expect the report to reflect on issues around the quality of clinical care provided across the industry,



the perceived inadequacies of consumer safeguards, and structural concerns identified within the present system, including issues of system access.

The Royal Commission has been extended for six months and will continue to run public hearings and further deliberations ahead of delivering its final report roughly this time next year.

ACSA will be attending a briefing on the report next Thursday. We will issue a special member update as soon as practical after the briefing (we are hearing it is a multi-volume and very large report!) with information around the Commission's views and findings to date.

To further support our members in understanding the Commission's findings we have scheduled the ACSA's Leadership, Quality & Transformation Symposiums to commence the week following the release of the interim report. This will be the first opportunity to unpack and understand where the Commission might be heading and prepare for the changes that will inevitably come. If you have not done so already, please [register now](#) for this key event.

It's imperative that the sector and the Commission in its next phase start to focus on the solutions to the many and varied issues that have been discussed. The structure and financing (both Government and individuals with means) are key if we want to see any real changes. ACSA will continue in its effective advocacy on the issues and solutions.

Regards,
Pat Sparrow, CEO

LEADERSHIP, QUALITY & TRANSFORMATION

An ACSA symposium about stepping forward

NSW - November 4th	TAS - November 11th
SA - November 8th	WA - November 14th

ACSA
Aged & Community Services Australia

Fair Work Commission review of SCHDS Award 2010

ACSA Employee Relations is representing members in the Fair Work Commission (in the four yearly reviews of the Aged Care Award 2010 and the Social, Community, Home Care and Disability Services Industry (SCHDS) Award 2010. The Full Bench has determined that instead of applying a 10% increase on 1 December and the remaining 15% from 1 July 2020, the entire 25% be applied from 1 July 2020 – for both awards. This will assist employers in meeting their current FY budget targets and allow time for them to plan their casual workforce and factor the 25% into their 2020-2021 budgets. [Read more](#)



Pictured are Stephen Rooke (Chief Risk Officer) and Sonya Darwich (Director of Care) of St Basil's, along with Darren Mathewson (Executive Director - Services, Support and Engagement) and Anna-Maria Wade (Employee Relations Manager) of ACSA.

Good news member story - Elderly artists paint and raise over \$30,000 for orphans of Fiji

ACSA member providers in New South Wales, St. Basil's Homes, held an artwork exhibition and auction last week featuring the work of their artistic residents, with ACSA having the pleasure of attending. The \$30,000 raised will be sent to St. Tabitha Orphanage in Fiji. [Read more](#)

Address to Australian Nursing and Midwifery Federation, Melbourne

Leader of the Opposition, Anthony Albanese, addressed the Australian Nursing and Midwifery Federation last Friday, discussing a range of issues including the nursing profession, and aged care. In his address Mr Albanese claimed the Government shouldn't wait for the Royal Commission to act. He suggests that it's the job of Government to show leadership, and to use the power that is there at its fingertips, and to act. [Find out more](#)



Ashton Applewhite renowned US anti-ageism campaigner on speaking tour

ACSA as a member of the EveryAGE Counts coalition supports its campaign to tackle ageism faced by older Australians.

EveryAGE Counts has announced the first of the confirmed dates for the speaking tour of US anti-ageism campaigner, Ashton Applewhite. Ashton is the author of *This Chair Rocks – A Manifesto Against Ageism*, and is an activist on a mission to raise awareness of our age bias.

Ashton will be speaking at public events in Sydney, Hobart, Canberra, Adelaide, Melbourne, Perth and Brisbane and tickets are available [here](#).

Positively promoting careers in the aged services sector

The Minister for Aged Care and Senior Australians, Richard Colbeck, recently highlighted the need to positively promote careers in the aged services sector, as the sector faces a huge task with its workforce. ACSA's Workforce & Industry Development Unit is working on this key workforce issue with a focus on finding the right-fit people with the right skills and knowledge. We are developing resources that show the diversity of roles and how various career pathways align with education and training For further information in relation to ACSA's Workforce and Industry Development unit please contact Lee Veitch on (03) 6105 0246 or Lee.Veitch@acsa.asn.au. [Read more](#)

Caring Safely for Australians at Home (caring@home) Project

The *caring@home* project is a three-year project funded by the Australian Government



that commenced in 2017. ACSA is one of the nine consortium organisations involved in the project which is led by the Brisbane South Palliative Care Collaborative. *caring@home* aims to improve the quality of palliative care service delivery across Australia. Resources are available to support people to be cared for and to die at home, if that is their choice. Resources are applicable Australia-wide for community service providers, health care professionals and carers to support carers to help manage breakthrough symptoms safely using subcutaneous medicines. An [information sheet](#) for home care package providers is available. For more information go to the *caring@home* [website](#).

Handbook for service providers leaves no excuses for lack of meaningful engagement

On Wednesday this week, the latest resource from Meaningful Ageing Australia, the peak body for spiritual care and ageing, launched at aged care residence Mercy Place Parkville. The handbook is centred on the evidence-based tool, 'The Map of Meaning' and engagement with more than 100 people including those participating in self-reflection on their own ageing as well as those supporting older people. *The Map of Meaning and Ageing: a handbook for service providers* is available free to Meaningful Ageing Australia's member organisations. Aspects of the guide will be published in Meaningful Ageing Australia's e-newsletter, website and social media channels. [Read more](#)

How can we better protect the vulnerable in health, aged care, disability and community?

Hall & Wilcox is a proud sponsor of the ACSA and has released a three-part video series examining the different ways we can all help better protect the vulnerable in health, aged care, disability and community, which are available at:

hallandwilcox.com.au/health-law-seminar-series



ACSA Workforce webinar: The new charter of Aged Care Rights

On **Monday 4 November** Older Persons Advocacy Network (OPAN) is hosting a FREE webinar on the new charter of aged care rights. OPAN is supporting the Department of



Health with raising awareness and providing education about the Charter.

This session is intended for ACSA member service organisations, with a focus on frontline aged care workers and managers. It will also include specific content for providers delivering aged care services under Home Care and the Commonwealth Home Support Programme. **For more information and to register, please [click here](#)**

Build your confidence in end of life care with ELDAC



Do you know how to recognise deterioration in your clients? Do you know what evidence-based assessment tools can be used to assess palliative symptoms for your clients? End of Life Directions for Aged Care (ELDAC) is a free, government-funded resource. The [Home Care toolkit](#) connects you with evidence-based tools in palliative care.

Leadership, Quality & Transformation – ACSA’s symposium about stepping forward

Four months into the implementation of the New Aged Care Quality Standards and in the wake of the Royal Commission interim report, Aged & Community Services Australia (ACSA) have put together a symposium to update, prepare and equip your organisation for changes to the sector.

ACSA Leadership, Quality & Transformation Symposium series has been designed for both residential and home care providers to hear from a variety of aged care stakeholders and learn how you can guide and drive your organisation through ongoing reform and get informed about transformation strategies.

- Sydney, NSW - **4 November** - [register now](#) - Save [Facebook event](#)



- Adelaide, SA - **8 November** - [register now](#) - Save [Facebook Event](#)
- Hobart, TAS - **11 November** - [register now](#) - Save [Facebook Event](#)
- Perth, WA - **14 November** – [register now](#) - Save [Facebook Event](#)

Follow us on our [Facebook](#) and [LinkedIn](#) social media channels and stay tuned for updates!



ACSA Legislative Alerts
Lawlex Premium

Summaries of changes to legislation delivered straight to your inbox in 24 hours

ACSA member subscriptions are now available!

Say NO to Non Compliance



Residential Aged Care Funding Explained

The funding for residential aged care is a critical area for an organisation's financial success. Providers need to ensure they are receiving all the funding they are entitled to, while at the same time, provide clients with the support they need to make confident decisions about their aged care and retirement living options.

Gain an understanding of the financial complexities of the aged care and retirement living systems with an informative 3-hour workshop for Residential Facility Managers and Client Liaison staff.

- Wednesday, 13 November [Sydney, NSW](#)
- Thursday, 14 November [Melbourne, VIC](#)
- Monday, 18 November [Hobart, TAS](#)
- Tuesday, 19 November [Devonport, TAS](#)
- Tuesday, 26 November [Adelaide, SA](#)
- Tuesday, 3 December [Perth, WA](#)

[Find out more](#)



We want to share your stories

ACSA's members are providing innovative and quality services to thousands of older Australians every day – and we'd like to share some of these stories with others through ACSA Weekly.

Please send us any of your stories that feature your services at their best, and make sure our email ascascommunications@acsa.asn.au is on your distribution list for any media releases or updates so we can share the news with the rest of ACSA's membership.



ACSA's State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)


Media

Releases

18 October: [Latest aged care survey highlights struggle in regions](#)

ACSA's Upcoming Events, Training and Professional Development programs

 ACSA Event  ACSA Training and Professional Development

-  25-29 October: [Retirement Living Management](#) (NSW)
-  28 October: [Standard 8, Organisational Governance Masterclasses](#) (QLD)
-  25 October - 27 November: [If it's not documented... it didn't happen](#) (QLD, WA, NSW)
-  29 October: [ACSWA Annual General Meeting / WA ACSA General Meeting](#) (WA)
-  31 October: [Workplace 'Buddy' Training](#) (TAS)
-  30 October: [Keeping Connected](#) (SA)
-  31 October: [Better Relationships - Greater Understanding](#) (SA)
-  4-14 November: [Leadership, Quality and Transformation Symposium](#)
(NSW, SA, TAS & WA)
-  4 November: [Workforce webinar: The new charter of Aged Care Rights](#) (ONLINE)
-  6 November: [LGBTI](#) (SA)
-  6 November: [Bi-cultural Awareness & Safety Inclusion](#) (SA)
-  8 November: [Experiences of Older People](#) (SA)
-  13 November: [December: Residential Aged Care Funding](#) (NSW, VIC, TAS, SA, WA)
-  13 November: [Support the Recruitment, Selection & Induction of Staff](#) (TAS)
-  13 November: [Reablement, Recovery & Independence](#) (SA)
-  10 December: [SA Members Christmas event](#) (SA)
-  11 December: [WA Christmas breakfast](#) (WA)

[See all ACSA events](#)

[See all ACSA training & professional development](#)

Other Events



Webinar: Aged Care Workforce - Understanding the new Charter of Aged Care Rights - 4 November

Monday 4 November, 3:30pm – 4:30pm AEDT, [Register here](#)

Older Persons Advocacy Network (OPAN) is hosting a FREE webinar on the new charter of aged care rights. OPAN is supporting the Department of Health with raising awareness and providing education about the Charter. This session is intended for ACSA member service organisations, with a focus on frontline aged care workers and managers. It will also include specific content for providers delivering aged care services under Home Care and the Commonwealth Home Support Programme.

The Future of Aged Care beyond the Interim Report of the Royal Commission - Melbourne, 19-21 November



The [COTA & ACSA Future of Aged Care Beyond the Interim Report of the Royal Commission National Conference](#), running in Melbourne from 19th to 21st November, will be the first opportunity to critically unpack and explore the Interim Report, with strategic insights from key industry leaders and experts. *ACSA members can get \$200 off the ticket price. Use the code CC*ACSA.*

Bentleys CareFactor Pitch Day - Brisbane, 11 December



Bentleys CareFactor is Australia's first aged care incubator program – a platform to develop and test unique solutions to solve key industry challenges.

Presented by Bentley's, it's an accelerated program of growth and learning with access to mentors, community and networks in aged care, technology, marketing, investors and capital raising. CareFactor provides skills, resources and support for aged care start-ups, entrepreneurs and intrapreneurs. This program is proudly supported by ACSA. Find out more at bentleys.com.au/carefactor or [register now](#).





Publications, reports, grants and resources

Department of Health - Data upload deadline for CHSP 'grandfathered clients' extended to 8 November 2019 - [click here](#)

Russell Kennedy - The latest news from our Health Law team - [click here](#)

Digital Health - Joint media release: Predictive analytics to keep more aged care residents out of Emergency - [click here](#)

Political Alerts (FED)

Address to Australian Nursing and Midwifery Federation, Melbourne

Leader of the Opposition, Anthony Albanese, discusses the nursing profession, and aged care. [Read more](#)

ACSA Member Update 29 October 2019



ACSA Member Update

Surveillance technologies in residential aged care addendum

Dear Debra,

Further to the recent release of ACSA's Working Paper on Surveillance Technologies in Residential Aged Care, we are now pleased to provide further national and state/territory legislative information about this important issue.

[Click here](#) to view the updated Working Paper, with addendum now included (page 8 onwards).

This document was developed in response to public discussion, and member requests for guidance materials with the key issues to consider about surveillance devices in residential



aged care facilities. Our Working Paper provides guidance across a range of topics including governance, staffing, working with families, legislation and regulation. The addendum was developed with BNG as a starting point to use for your organisation policies on the issue of surveillance devices, but should be tailored according to your service type(s) and specific requirements.

If you have any questions please contact Member Support on memberadvice@acsa.asn.au or call 1300 877 855.

ACSA Employee Relations | 29 October 2019

[View this email in your browser](#)



Member Update Employee Relations

A graphic for the ACSA National Employee Relations Team. It features the ACSA logo on the left. On the right, the text "ACSA National Employee Relations Team" is displayed above three circular headshots of team members. Below each headshot is the name and role of the individual.

ACSA National Employee Relations Team

Name	Role
Florentina Min	ER Advisor
Anna-Maria Wade	ER Manager
Adele Rizkallah	ER Advisor

ACSA Employee Relations – strengthened service offering to further support member

Dear Debra,

ACSA is delighted to announce to members that its Employee Relations (ER) support service has been strengthened. The ER team's depth and reach have been expanded across the country. With Anna-Maria Wade as the ER Manager and based in NSW,



members can now get further assistance from the ACSA Employee Relations Advisors Florentina Min and Adele Rizkallah, based in Western Australia and New South Wales respectively.

ACSA ER team fields enquiries from providers all over the country and provides an ER support service exclusively for members. This service assists with tackling issues which arise during the employment relationship - from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. The team aims 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 their businesses.

This ER support service is included in ACSA membership and the ER team works with members and assist them in strengthening their internal HR capacity and capability.

If you have any questions about the content of this newsletter or you would like to make a suggestion for future content, please contact ER team:

P: 1300 877 855

E: employeerelations@acsa.asn.au

In this issue:

[Royal Commission Update - Workforce issues](#)

- [4 Yearly Review of the Modern Awards – Update](#)
- [Fair Work Ombudsman's tough approach to underpayment issues](#)
- [Employers' obligations with respect to parents returning to work from Parental Leave?](#)
- [Claim for unfair dismissal for reasons of serious misconduct by home care worker dismissed by the Fair Work Commission](#)
- [Be the first to hear the insights from the Royal Commission Interim Report](#)

Royal Commission Update - Workforce issues



The Royal Commission was in session in Melbourne earlier this month and a week was allocated to aged care workforce issues. Key themes included was the employee relations framework and the difficulties employers and employees face in the context of the employment relationship. Aged & Community Services Australia (ACSA) was represented on the panel by our Executive Director of Services, Support & Engagement, Mr Darren Mathewson.

Speaking on behalf of aged care providers, Mr Mathewson made the following points.

[Continue reading...](#)

4 Yearly Review of the Modern Awards – Update

ACSA has been representing members in the Fair Work Commission (the Commission) on a range of matters pertaining to the Aged Care Award 2010 and the Social Community Home Care and Disability Services (SCHDS) Industry Award 2010 since 2014.

Aged Care Award 2010

On 18 October 2019, the Full Bench of the Commission handed down a decision in the *Aged Care Award 2010* (the **Award**) Substantive Issues Claim.

The changes

Following on from the previous [decision](#) of 26 August 2019, the Commission has now varied the Award;

[Continue reading...](#)

Fair Work Ombudsman's tough approach to underpayment issues

Underpayment of staff is a serious issue and one that continues to garner attention. In our last ER newsletter, we published a short article on the importance of paying staff correctly.



Incorrect payments can have a significant impact on productivity and lead to fines and reputational damage for organisations.

You may recall earlier this year, the Fair Work Ombudsman (the FWO), Sandra Parker, warned employers to “*get their house in order*”, stating “*It’s on us to send a strong message of deterrence to would-be lawbreakers*”. The FWO has followed through with this message and their [2018-2019 Annual Report](#) reveals a significant increase in recovered wages. During the 2018-2019 financial year, Fair Work Inspectors recovered more than \$40 million for 18,000 underpaid employees, the highest total recoveries figure in the regulator’s history.

[Continue reading...](#)

Employers’ obligations with respect to parents returning to work from Parental Leave?

Employees returning to work from parental leave have a statutory right to return to their pre-parental leave position and the right to request flexible working arrangements, including working part-time, changing starting and finishing times or working from home. With regards to flexible working arrangements, an employer is not obliged to automatically approve the request.

Pre-parental leave position

The pre-parental leave position is the job the employee held before any changes were made to accommodate their pregnancy, such as moving to a safe job or reduced hours of work. An employee is entitled to come back to their pre-parental leave position even if another person has been covering for them.

If there are any changes to their pre-parental leave position, an employer must consult with them as per consultation provisions of an award or enterprise agreement.

Flexible Working Arrangements (FWA)

When a request for a flexible working arrangement is made, employers should balance the need for employees to care for their children against legitimate business needs.

[Continue reading...](#)



Claim for unfair dismissal for reasons of serious misconduct by home care worker dismissed by the Fair Work Commission

Background

The applicant, Ms Hanna, commenced work with the employer, Home Care Assistance, in about February 2018 and was employed as a casual Home Care employee.

On 4 December 2018, the employer sent the applicant two emails which contained warnings about particular aspects of the applicant's conduct at work. In these warning emails, the employer raised concerns about several matters including the applicant taking her daughter to the workplace, leaving work earlier than her rostered finish time and not maintaining client privacy. The applicant received further warnings in January and February.

In February 2019, the applicant commenced to make applications for alternative employment and unsuccessfully sought a reference from the employer. On 25 February 2019, the applicant went to the employer's office after completing a job with a client and again, asked for a reference. The details of exactly what had transpired at the office were not clear, however, it was understood that the applicant left the office in a highly agitated state whilst making threatening statements directed at other staff members. A short time after the applicant left the employer's office, the employer sent an email message to the applicant dismissing her.

[Continue reading...](#)

Be the first to hear the insights from the Royal Commission Interim Report

The Royal Commission Interim Report is due to be delivered on **31 October**. To unpack the report and discuss the ongoing change in the sector, ACSA has developed the Leadership, Quality & Transformation Symposiums where both, residential and home care providers will hear from a variety of aged care stakeholders and learn how to drive their organisation through ongoing reform.



What will you gain by attending?

- A keynote address on the Interim Report from ACSA CEO Pat Sparrow;
- A legal analysis from ACSA legal partners;
- Insights into overcoming challenges in consumer engagement;
- Strategies to lead change in your organisation; and
- An afternoon streamed info sessions specifically for home care and residential care.

Sydney, NSW - 4 November - [register](#) [now](#)
Adelaide, SA - 8 November - [register](#) [now](#)
Hobart, TAS - 11 November - [register](#) [now](#)
Perth, WA - 14 November – [register now](#)

Follow us on our [Facebook](#) & [LinkedIn](#) social media channels and stay tuned for updates!

**LEADERSHIP, QUALITY
& TRANSFORMATION**

An ACSA symposium about stepping forward

NSW - November 4th TAS - November 11th
SA - November 8th WA - November 14th

ACSA
Aged & Community Services Australia

DSC

Since 2015, DSC has trained over 3,000 Support Coordinators around Australia. People tell us time and time again that they can't get enough of our Support Coordination Workshops:

- "beneficial and inspiring"*
- "high energy and informative"*
- "best training I've ever attended"*



2 Day Intensive: Upcoming Dates

Adelaide: November 12-13

Perth: November 19-20

Brisbane: November 26-27

Gold Coast: December 4-5

Sydney: November 12-13

Melbourne: November 19-20

Newcastle: November 28-29

You can expect resources, insight and practical activities around:

Support Coordination
Roles & Responsibilities

NDIS Pride Guide
& Funds Flexibility

Transport
Funding

Supporting Participants through
Planning & Reviews

Building Capacity &
Supporting Decision Making

Managing Expectations & Designing
Your Practice

[MORE INFO & REGISTRATIONS](#)

Want us to come closer to home? We've only scheduled capital city workshops for now but are very happy to travel to where we're needed! If you think there is enough interest in your area to run a local workshop in a place that's not listed above, please email evie@teamdsc.com.au