



NESST (New England Sector Support Team) Newsflash

Hi Everyone,

Welcome to 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.

If you wish to unsubscribe to this Newsletter, please reply to this email and NESST will remove you from our mailing list. ☺

New England Sector Support Team



Phone: 02 6772 3950

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NESST Upcoming Training

We have a lot of exciting events planned for this year. Following you will find links to events for February and early March. To check on further upcoming events please go to our webpage, found at: <https://www.nesst.org.au/>

Moree Frontline Training – 2 March 202

The training will cover:

- Recap what are wellness, reablement and restorative care models
- How do we put wellness and reablement into practice?
- Considerations for continuous care

To register please use this link: <https://www.stickytickets.com.au/C5HLY>

Time: 10:00 am to 12:00 noon.

Tamworth Frontline Training - 4 March 2020

This training will cover:

- Recap what are wellness, reablement and restorative care models
- How do we put wellness and reablement into practice?
- Considerations for continuous care

To register please use this link: <https://www.stickytickets.com.au/T1YBU>

Time: 10:00 am to 12:00 noon.

Glen Innes Frontline Training – 6 March 2020

This training will cover:

- Recap what are wellness, reablement and restorative care models
- How do we put wellness and reablement into practice?
- Considerations for continuous care

To register please us this link: <https://www.stickytickets.com.au/E06RS>

Time: 10:00 am to 12:00 noon.



CRANaplus Mental Health Emergencies course DUBBO 6/4/2020

Hello,

We are excited to let you know our Mental Health Emergencies course is scheduled in **Dubbo** on **6 April 2020**.

The MHE course is designed specifically for remote, isolated and rural generalist health clinicians who often don't have access to specialist mental health teams. It focuses on the skills and knowledge you need with case scenarios that are relevant to rural and remote practice.

The course has a blended approach of online learning and a one day face to face practical workshop. The online modules are easy to “grab on the go” and together with the practical and engaging workshop aim to improve both skills and confidence to assist consumers with mental health needs.

Please have a look at the youtube clip for more information and the course brochure is attached.

<https://www.youtube.com/watch?v=v4uLkg5UqKw>

Enrol via the CRANaplus website at:

<https://crana.org.au/education/courses/programs/mental-health-emergencies-course>

And please don't hesitate to get in touch if you have any questions.

Thanks,

Amanda North

Remote Clinical Educator

CRANaplus



MHE flyer 2020.pdf

[View this email in your browser](#)

ACSA Member Update 10 February 2020

ACSA Member Update

Information regarding the novel coronavirus – latest updates from the Department of Health

The Australian Government Department of Health has updated advice for health workers regarding the novel coronavirus originating in Wuhan, China (2019-nCoV):

- [A factsheet with information about the use of personal protective equipment during clinical care](#)
- [A factsheet for primary and community health workers](#)
- [A factsheet for emergency departments](#)

Clinical examination of a quarantinable patient

The factsheet on the use of personal protective equipment states that for clinical examination of a quarantinable patient, transmission-based precautions should be observed, whether or not respiratory symptoms are present. General guidance in the factsheet is as follows, with more information included in the [factsheet](#).

- **Contact and droplet precautions** are recommended for **routine care** of patients in quarantine or with suspected or confirmed nCoV infection.
- **Contact and airborne precautions** are recommended when performing **aerosol generating procedures**, including intubation and bronchoscopy.

What are the circumstances in which people need to be isolated at home?

People in the following circumstances need to be isolated at home:

- People who have travelled from Hubei Province within the past 14 days are being asked to isolate (quarantine) themselves until 14 days after leaving Hubei Province.
- People who have left, or transited through, mainland China on or after 1 February 2020 are being asked to isolate themselves until 14 days after leaving mainland China.
- People who have been in close contact with a confirmed case of novel coronavirus are being asked to isolate themselves until 14 days after last contact with the confirmed case.

Resources

The Department of Health's novel coronavirus resources can be found [here](#), including:

- [Novel coronavirus \(2019-nCoV\) health alert](#)
- [Information for employers](#)
- [Information for health care and residential care workers](#)
- [Information for residents of residential care services and family members](#)

As this is an evolving situation, advice from the Department of Health will be provided to members as soon as we receive updates.

If you require more information or support please contact ACSA Member Advice Line on 1300 877 855 or email memberadvice@acsa.asn.au.

Alternatively, visit the Department of Health's [website](#) for more information.



[View this email in your browser](#)

ACSA Royal Commission Update 12 February 2020

ACSA Member Update

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



Royal Commission Update - Adelaide Workshop, Day 2

The Royal Commission held the second day of its system re-design workshop in Adelaide yesterday, continuing to test the key propositions put forward in the [system re-design consultation paper](#).

[Click here to download ACSA's overview of the Adelaide Workshop](#)

- The concept of how reablement services would be delivered alongside ongoing care services, particularly in the residential aged care setting, was also explored. Patricia put forward that in many instances, it would be appropriate for an aged care provider to deliver these services if they have the capability and expertise to do so.
- **How on-going aged care services catering to long-term stable needs would be delivered under the Commission's 'care and health stream' model.**
 - Witnesses raised concerns about the implications of splitting entry level support services from on-going care services on the seamlessness of a consumer's experience.
 - Concerns were also raised about the impact of individualised budgets and the concept of 'un-bundling' services, with witnesses arguing the clinical governance of a person's package may become compromised if multiple service providers are performing discrete tasks rather than taking a holistic approach to a person's care needs.
 - Witnesses agreed a balance needs to be struck between allowing people choice of the setting that they receive their care, while also recognising that some complex care needs can only realistically be met in a residential care setting.
- **Key considerations relating to the transition from the current system to a new aged care framework.**
 - Witnesses raised some areas for immediate reform that could be addressed ahead of the Royal Commission's system overhaul – including workforce development, home care package waiting lists and residential care funding.
 - The sequencing and oversight of the transition to a new scheme was discussed, with witnesses providing suggestions about how accountability and evaluation could be built into the transition process.



The Commission will next hold a hearing into the future of the aged care workforce on Friday 21 February in [Adelaide](#).

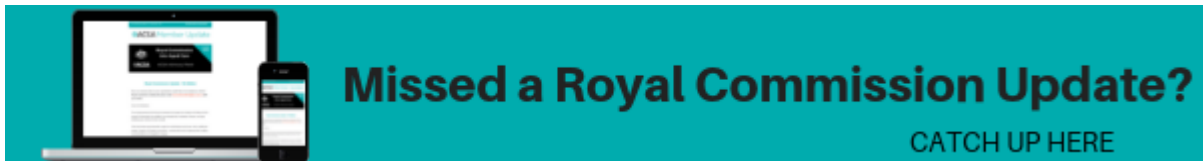
Visit ACSA's member-only Royal Commission [website](#) for details of all hearings.

View the Royal Commission [website](#) for more information on past and upcoming hearings.

Upcoming Hearings

- **21 February:** Adelaide Hearing 3, [Future of Aged Care Workforce](#). Adelaide Hearing 3 will inquire into staffing numbers and mix, terms and conditions of employment, workforce planning and the role of the Commonwealth, education and training of the workforce and registration of personal care workers.

[Click here](#) to find out more.

A teal banner with a white background on the left side showing a laptop and a smartphone displaying a website. To the right, the text reads: **Missed a Royal Commission Update?** CATCH UP HERE

[View this email in your browser](#)

**ACSA Weekly Issue No.
153 | 13 February 2020**

 **ACSA Weekly**

your peak body's take
on the week in aged care



Looking to the future of aged care

The Royal Commission Hearing in Adelaide earlier this week highlighted a shift in its focus from identifying problems to making proposals for the future of aged care and getting responses from a wide group of experts. No doubt this will inform their final report.

On behalf of ACSA members I participated in two of the panel sessions at the Hearing. The first session on the big picture which felt like it whizzed by in a flash and was a good discussion on Day 1. And, on Day 2, a session on the proposed Investment stream which, while still a good discussion, didn't seem to cover as much ground and some of the topics that we would like to have seen discussed.



ACSA member updates were sent out earlier in the week - [see here](#) - that summarised the overall discussions.

The Royal Commission has announced its next hearing on 21 February in Adelaide on workforce matters – a critical topic for discussion on the way of the future.

ACSA will be continuing to strongly advocate for addressing the sustainability of our services and the system overall while the Royal Commission continues its work on the future system.

I was thrilled to get to talk to ACSA SA members at our Board & CEO dinner in Adelaide earlier in the week. Governance is a major focus area for us (and the Commissions) through our partnership with the AICD. We are hoping to be able to announce some ACSA/AICD training in coming weeks.

On Wednesday Derek Dittrich and I attended the Aged Care Industry Information & Technology Council meeting and talked about strategic directions for the Council. The Council is an initiative of ACSA and LASA. It runs the [ITAC conference](#) many of you attend and enjoy. Your membership of ACSA means you can join various forums and committees the Council has and I'd encourage you to visit their [website](#) and see if you want to get involved. While you're there you may want to register for the ITAC conference in March.

And as if the fires weren't enough our thoughts are with our members, their staff, residents and families living in QLD, NSW and VIC who are now facing damaging floods. We hope you all stay safe and don't hesitate to contact us if we can be of any assistance at all.

Regards,
Pat Sparrow
ACSA CEO

CSA Submission to the Royal Commission Aged Care Redesign: Services for the Future

ACSA is now able to share our recent Submission to the Royal Commission on the *Aged Care Program Re-Design: Services for the Future*. This document formed the basis of the discussions held at the Royal Commission workshops in Adelaide this week, where ACSA was represented by our CEO, Patricia Sparrow. [Download ACSA's Program Redesign Submission](#)



Aged Care Industry Information Technology Council (ACIITC)

The Aged Care Industry Information Technology Council (ACIITC) was formed in 2007 as an unincorporated association sponsored by the two industry peak bodies, ACSA and LASA. The express intent of the ACIITC is to provide the aged and community care industry with a vehicle to consider and debate innovation and technology related opportunities, and to disseminate the lessons learned to the wider aged and community care industry. [Read more](#)





Nominations are open for the ACSA Aged Care Awards 2020

The 2020 ACSA Aged Care Awards will celebrate the outstanding achievements and contributions made by organisations, teams and individuals in the aged care industry throughout the year. Winners of the seven award categories will form the list of nominees for ACSA's national awards, to be presented during the ACSA National Summit, being held on the Gold Coast from 14-16 September.

Through celebrating these successes, the awards continue to put a spotlight on the hard work and achievements of those who work in the aged care industry. Nominating an individual or an organisation is easy, simply [click here](#) to download the Nomination Submission Guide and forms.

Presentation of state and territory awards will be held around the country in July.

Aged Care Communique: 'One Voice' Workshop

ACSA and a number of other peak bodies – including the other two aged care peaks (the Guild & LASA), the four church peaks (Anglicare Australia, Baptist Care Australia, Catholic Health Australia, and Uniting Care Australia), together with some providers – met to discuss how we could work together to achieve the reform needed for our sector. [Read more](#)

Services Australia new Aged Care Provider Portal is now available

Services Australia (formerly the Department of Human Services) has provided information about the new Aged Care Provider Portal which is replacing two current portals – the Aged Care Online Services for Home Care and the Aged Care Online Claiming System for Residential Care. Home care and residential care providers need to register to access the new portal soon before the current portals close. [Read more](#)



How Transformational Leadership can help your organisation

They say change is the only constant, and this has never felt like a truer statement than now. Leading in times of uncertainty and ambiguity may be one of the greatest challenges today's leaders face, and how you respond to this could very likely impact your organisation's and your people's success. **First State Super** explored how senior business leaders have led through challenging times, with Transformational Leadership. By becoming a Transformational Leader, you can provide a better work environment that stimulates performance and increases productivity. [Read more](#) or [watch the videos](#)

StewartBrown Aged Care Financial Performance Survey: rural and remote residential aged care analysis

StewartBrown has released a [summary report](#) of its September 2019 quarter Aged Care Financial Performance Survey that analyses the results for aged care homes in outer regional, rural and remote locations. This analysis confirms that the current funding model does not meet the costs in providing residential aged care services in the vast majority of homes in these locations and that homes that are making a surplus are reliant on additional subsidy funding outside of the general ACFI subsidy and supplements. [Read more](#)

ACSA State & Territory News

the latest news and events in your local area



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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)



DON'T MISS OUT!

ACSA FINANCE & AGED CARE SECTOR SYMPOSIUM

| | |
|---------------------|---------------------|
| SA - February 11th | TAS - February 28th |
| WA - February 19th | NSW - March 4th |
| VIC - February 25th | <i>*New Date*</i> |

ACSA
Aged & Community Services Australia

REGISTER NOW

"Aged care facility at its very best" - a resident's story about the NSW bushfires

[Banksia Lodge](#), an 80-bed aged care facility in Broulee (between Batemans Bay and Moruya) was in the direct line of the devastating bushfires on New Year's Eve and beyond. While there was only some very minor damage to Banksia's outlying fences on site, sadly 5 staff living in the region lost their homes. A few days after the crisis one of Banksia Lodge's residents, Alan, shared his experience about the outstanding performance by staff during this period. It is an incredible testament to the dedication and compassion of the aged care workforce. [Read more](#)

Novel coronavirus - updated advice and new resources available

The Department of Health has updated advice for health workers regarding the novel coronavirus and has released further resources and factsheets on its [website](#). The Department asks that all providers distribute these fact sheets to your staff and residents' families, and to stress the importance of transmission-based precautions such as hand hygiene. [Read more](#)

Rebuilding consumer trust in aged care

Only 20% of Australians trust the aged care industry. This number drops to only 12% of Australians over the age of 60. The fall in trust, largely attributable to the Royal Commission and publicised stories of neglect / abuse, has seen aged care providers scrambling to reinstall faith in consumers. Sadly, high profile breaches of trust by individuals or organisations have affected the entire industry. Criterion Conferences has provided some strategies you can use to rebuild your relationships with consumers and their families. [Read more](#)

Australia's ageing Culturally and Linguistically Diverse population

Over 4.9 million Australians speak a language other than English at home. People who have migrated to Australia and those older Australians who speak languages other than English, deserve the same access to information as others, and to feel confident in their choices. Understanding individual and family needs and preferences is essential to providing aged care and palliative care consistent with a person's values and beliefs. Providing culturally safe care is founded on respect for peoples' background and lived experiences. A new resource by End of Life Directions for Aged Care ([ELDAC](#)) has tips that can assist in creating supportive care sensitive to cultural considerations. [Read more](#)



The Ideal Consultancy is a specialist aged care and senior living advisory service that works with organisations throughout their lifecycle. Ideal can be contacted via hello@theidealgrou.com.au

Putting Professional Boundaries in Focus

All relationships have boundaries – but when it comes to providing care, establishing and maintaining clear professional boundaries is essential. Professional boundaries are those rules and limits that prevent the lines between carer and client from becoming blurred, to maintain a safe working environment for both the client and the caring staff. ACSA is offering a series of workshops on **Maintaining Professional Boundaries** that explores the reasons our relationships are important. By identifying strategies to deal with relationship challenges, participants will be better prepared to manage relationships in healthy ways. [Read more](#)

Super funds invest in affordable housing deals aimed at vital service workers

With Australia's population growing at record rates, housing affordability a rising problem in most major cities, and public housing builds at a low point, housing advocates are looking for new possibilities. The industry super fund movement is emerging as one of the solutions to affordable housing needs and it is largely doing that without government subsidies. ACSA National Partners, First State Super and HESTA are both investing in affordable housing, particularly in support of the aged care and community services workforce. [Read more](#)

ACSA Webinar: Whistleblower Legislation - is it enough to just have a policy?

2:00-3:30pm, NSW, VIC, TAS | 1:30-3:00pm, SA | 1:00-2:30pm, QLD | 11:00am-12:30pm, WA

What does your Whistleblower policy look like? Are you confident that your organisation complies with the new Australian Whistleblower laws that came into place last year? What are

the implications of this legislation on you, and on your organisation? Join ACSA and Solomon Miller from Russell Kennedy Lawyers on **Wednesday 26 February** as we host a webinar to provide you with the information you need on the Whistleblower reforms. [Register now](#)



FREE ACSA WEBINAR

WHISTLEBLOWER LEGISLATION

is it enough to just have a policy?

Wednesday 26 February
2:00 - 3:30pm (AEDT)

 Russell Kennedy Lawyers

 ACSA

Bunnings PowerPass update

We are delighted to announce the winner of the \$500 Bunnings gift cards was St. Josephs Aged Care Facility in Kensington NSW. Sister Pauline entered the ACSA Bunnings PowerPass opt in giveaway, and will now enjoy further discount when purchasing at Bunnings with the exclusive

ACSA Aged Care Price List.

For more information about how you can access the ACSA Aged Care Price List please [contact](#) Pippa Armitage.





ACSA EVENTS & ACSA Training and Professional Development

-  ACSA Event  ACSA Training and Professional Development

-  18 February - 3 March: [CEO & Board Members Dinner](#) (WA, TAS, NSW)
-  19 February - 4 March: [Finance & Aged Care Symposium](#) (WA, VIC, TAS, NSW)
-  20 February: [Personalised Services and 'the Customer' - Fit or Fiction?](#) (SA)
-  24 February - 4 June: [ACFI in Practice](#) (NSW, QLD, SA, TAS, VIC)
-  26 February: [Whistleblower Legislation](#) (Russell Kennedy Webinar)
-  4 March: [Right Relationship & Professional Boundaries - CHSP](#) (SA)
-  10 - 18 March: [Mental Health Awareness & the Older Person](#) (SA)
-  10 March - 30 April: [Maintaining Professional Boundaries](#) (TAS, NSW, WA)
-  11 March: [Manage People Performance](#) (TAS)
-  11 March: [Keeping Connected](#) (SA)
-  12 March: [Improving Outcomes for People Living with Dementia](#) (SA)
-  16 March: [Standards: Getting It Right](#) (SA)
-  18 March: [Wellness Practice for Support Workers and Volunteers](#) (SA)
-  19 March: [Experiences of Older People](#) (SA)
-  25 March: [Managing Difficult Conversations](#) (SA)
-  26 March: [Train the Trainer](#) (SA)
-  8 - 31 July: [ACSA Aged Care Awards](#) (TAS, NSW, QLD, WA, ACT, VIC, SA)



See all ACSA events

See all ACSA training & professional development

Other Events

Quality Excellence in Care | Sydney, 18-19 February

QUALITY EXCELLENCE IN CARE
Leadership Approach towards best practice & innovation
18 - 19 February 2020 • Sydney

[Learn more](#)

Led by
Jane Ashcroft, CBE
CEO, Anchor Hanover

Based on
Case-study model
of England's largest
not-for-profit provider
of housing & care
for older people

This Quality Excellence in Care Masterclass will be led by the CEO of England's largest not for profit provider of housing and care for older people. [Learn more](#)

Ageing Asia Super Ageing Europe 2020 | Germany & Amsterdam, 2-6 March

Super Aging Europe
Dementia inclusive, assisted living
& multigenerational housing & care

2 - 6 March 2020

Special rates
for ACSA
Members

[Learn more](#)

Alliance by ACEINGABIA



Visiting the famous Dementia Village at de Hogeweyk, in Weesp, Amsterdam. This care home is constructed as a self-contained village where individuals diagnosed with later stage dementia can live relatively normal lives. The care home consists of smaller houses with six individuals in each house, a street with a shop, activity centre, theater and a grocery store; the village includes restaurants, a bar, and gardens. **Discounts available for ACSA members!** [Learn more](#)

SAGE UK | England & Scotland, 29 March - 9 April



Our tour to the UK this year is a very unique opportunity to see how the industry is continuing to deliver person centred care and make progressive developments in senior living in some very challenging times. As well as visiting some pioneering service-providers, in England and Scotland, on our [30th tour](#), we've arranged a very special networking reception with UK colleagues (which includes an exclusive tour of Lords Cricket Ground), and a seminar with CEOs from five of the country's peak industry associations. **Don't miss out! We have room for one more registration!** [Learn more](#)

Transforming Independence through Innovative Technology | Brisbane, 3-4 March



The internet as we know it is thirty years old. The smartphone is approaching ten years of age. With technological evolution moving this rapidly the question for many is how to ensure our decisions today do not become barriers to agility and change tomorrow. Transforming Independence through Innovative Technology will therefore be as important as business as usual.

[Register now](#)

Quality in Aged Care National Conference | Sydney, 18-19 March



In response to the new standards, recent changes in funding models and the ongoing Royal Commission, Criterion Conferences in partnership with ACSA and COTA, brings you the 5th Quality in Aged Care Conference. Featuring two in-depth content streams, teams are able to move between Quality and Customer Experience streams to cover topics most relevant to you.

[Register now](#)

National Symposium 2020 - Dementia care is quality care | Sydney, 24 March



Dementia Australia
National Symposium 2020
Dementia care is quality care

Book by
February 10
to save!



click to register now!

dementia2020.org.au

24th March 2020 | The Fullerton Hotel – Sydney

Dementia Australia are bringing an impressive line-up of local and international leaders to equip you to lead industry transformation. You will leave inspired, equipped and ready for change. Join local and international speakers who are leaders in person-centred care, workforce engagement and leading change, as well as six current sector leaders who will share short case studies on their successful service delivery. [Register now](#)

Professor Dawn Brooker Masterclass Tour | 25 March - 1 April

Sydney | Brisbane | Melbourne | Adelaide | Perth

dementia australia

Dawn Brooker
masterclass tour

proudly supported by
Dementia Support Australia
HammondCare

dementia2020.org.au/masterclass

Professor Dawn Brooker, author of the VIPs Framework is coming to Australia as a keynote speaker for the Dementia Australia National Symposium and a Masterclass tour. These practical masterclasses are specifically run for healthcare professionals implementing the new Aged Care Quality Standards. **Early bird registration** closes 9am Monday 10 February 2020. [Register now](#)



ACSA Publications, Reports & Resources



Department of Health:

- Latest information on Novel Coronavirus - updated fact sheets for aged care workers, residents and families. [Read more](#)
- Information for CHSP Providers - February 2020. [Read more](#)



\$5.5 million for international research collaboration in human health

The Morrison Government is investing \$5.5 million in ten ground-breaking medical research projects aimed at improving outcomes in mental health, dementia, aged care, cerebral palsy, diabetes and many more life-changing conditions. This support allows Australian researchers to engage with world leading researchers and facilities on projects of the highest calibre, and helps translate scientific discoveries into realworld outcomes that benefit communities in Australia and elsewhere. [Read more](#)

Paid Parental Leave Amendment (Flexibility Measures) Bill 2020

Minister Alan Tudge second reading speech introducing the legislation. [Read more](#)

The Bill and Explanatory Statement can be viewed [here](#).

ACSA Events | 14 February 2020



Nominations now open for 2020 ACSA Aged Care Awards!

Nominations are now open to participate in the 2020 ACSA Aged Care Awards and celebrate the outstanding achievements and contributions made by organisations, teams and individuals in the aged care industry throughout the year.

There are seven award categories - with winners from each state and territory forming the with state winners participating as nominees on the ACSA's national awards, to be presented during 33rd ACSA's National Summit, being held on the Gold Coast from 14-16 September.



Categories include:

- Provider of the Year;
- Regional, Rural, Remote (RRR) Provider of the Year;
- Innovation in Service or Design;
- Distinguished Service in Care;
- Training and Development;
- Employee of the Year; and
- Volunteer of the Year.

[Click here](#) to access the Awards Guide and forms to nominate an individual or an organisation.

Presentation of state and territory awards will occur during events will be held around the country across July. Please save the relevant date/s below in your diary:

- 8 July - Tasmania
- 16 July - New South Wales
- 21 July - Queensland
- 24 July – Western Australia
- 25 July - New South Wales/Australian Capital Territory
- 30 July - Victoria
- 31 July - South Australia

For further information about the 2020 ACSA Aged Care Awards, please contact our events team via email at events@acsa.asn.au

[NOMINATE](#)

