



New England Sector Support Team



Annual Report 2015/2016

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Our Vision

Aged people, and people with disabilities, living in their own homes in New England, feel supported to live the life they want to live.

Mission Statement

We provide services which benefit and improve the community care sector in New England, to help achieve our vision.

New England Sector Support Team (NESST)

New England HACC Development Inc., trading as *New England Sector Support Team (NESST)*, is a small non-government organisation which supports community Care services in the New England region of NSW. NESST promotes funding programs, establishes and maintains support networks, provides information about policy and guidelines, promotes good practice, and provides training to the community care sector.

NESST's objectives are to:

- Take a leadership role in the continuing improvement of community care client outcomes in the New England area of NSW by providing support, information and resources to relevant service providers
- Facilitate access to, and to provide, relevant training
- Encourage and assist funded organisations to continually improve all aspects of their operations
- Promote continuous improvement and cohesion across the community care sector in the New England
- Ensure a continuing focus on improving the access and support equity of special needs groups
- Improve the efficiency and effectiveness of our organisation's management and administration.

New England HACC Development Inc. is a non-profit organisation incorporated under the NSW Associations Incorporation Act (1984) in 19971. New England HACC Development Inc. was re-branded as New England Sector Support Team in 2015. NESST is managed by a community based Board of Management.

The organisation's Incorporation Registration Number is Y2655803.

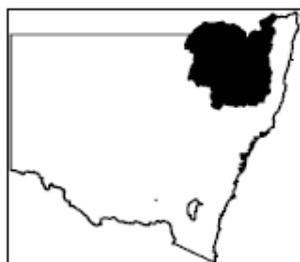
Funding Bodies

NESST receives 68% of its government funding from the Commonwealth Home Support Programme and 32% from the State Community Care Supports Program (CCSP).

The current funding agreement with the Commonwealth will expire in July 2017. Commonwealth, State and Territory Governments are committed to the roll-out of the National Disability Insurance Scheme (NDIS). In NSW, the scheme is currently being trialled in the Hunter region with the New England roll out commencing in July 2016. The future of CCSP funded services as well as other disability services funded by the NSW Government is currently unclear, though they are likely to be significantly altered by the introduction of the NDIS.

New England Profile

The New England region extends across 98,000 square kilometres in Northern New South Wales (NSW). It is one-eighth of the area of NSW.



The New England region includes 13 Local Government Areas indicated on the map below. The largest regional centres are Tamworth and Armidale. Other centres are Moree, Gunnedah, Inverell, Tenterfield, Glen Innes and Narrabri.



The New England area experiences issues facing many rural and remote communities, which include:

- isolated and dispersed communities
- low density populations
- limited public transport and road infrastructure
- long distances to travel to hospitals and health care services and
- difficulties recruiting qualified personnel.

NESST Committee Members

Name	Position held
Margaret Lenord	Chair
Heather Lynn	Vice Chair
Susie Dunn	Treasurer
Julia McCosker	Staff Supervisor and Secretary
Tanya Fox	Member
Cynthia Briggs	Member
Debbie McCowen	Member
Jo Heslin	Member

NESST Staff

Name	Commenced	Current Position
Deb Pugh	1997	Executive Officer & Public Officer
Tracy Woodward	2004	Training and Support Officer
Paul Tracy	2013	Project Officer
Wendy Allingham	2011	Office Manager
Jamaika Smith	2014	Office Support
Jillian Hardman	2016	Finance Officer





Chairperson's Report

Margaret Lenord
Chairperson.

CHAIRPERSON'S REPORT 2015-2016

It has once again been my pleasure and privilege to present the Chairperson's Report for the New England Sector Support Team.

While we still have an uncertain future with funding, business proceeds as usual providing quality services to the sector, and continuing to provide support, training, resources and information to the sector. Forums continue to be provided across the sector for both services supporting Aged Care and services supporting the Disability Sector as well as specialised training to all parts of the Sector.

We have met some interesting challenges throughout the year and feel we have emerged on the other side stronger and more committed. I would like to congratulate Deb, Paul, Wendy and Jamaika on the professional way the changes were handled and the way everyone is working together to go forward. Thank you all for your continued commitment to our organisation. Thank you to Jillian for keeping our finances on track.

Our third Staff Retreat and Planning Day was held in June providing staff with the chance to debrief and put in place the way to go forward. All staff brought positive suggestions to the Planning Day and I thank you all for the way the day was conducted.

Thank you to all members of the Management Committee for your continued support for the organisation, and the many and diverse skills you all bring to our organisation, it has been an honour and privilege to work with you all.

Margaret Lenord
Chairperson

Finance Report

This year New England HACC Development Inc. has reported a healthy surplus of \$19,759.00 compared to the deficit last year of \$1,794.00.

This year has seen an increase in the recurrent funding while also having an increase in the one-off funding received for special one off projects. As in prior years NESST income was primarily from grants from the Commonwealth Department of Social Services, and Ageing Disability and Home Care, NSW Department of Human Services.

NESST remains in a sustainable financial position with assets exceeding liabilities enabling us with the ability to pay out all liabilities owing to the entity with excess accumulated funds.

This is also represented by a positive cash flow during the year and an increase in overall cash held from the prior year.

In addition, as part of the audit being conducted a clear audit opinion was issued and financial statements for NESST considered to be materially correct and fairly stated.

Treasurer

Susie Dunn

Executive Officer's Report

This year has seen the New England Community Care Sector trying to deal with change on all fronts.

The Commonwealth Home Support Programme (CHSP) replaced the Commonwealth Home and Community Care Program from the beginning of the year, although the new Program Manual and Guidelines did not come into effect until November 2015. The introduction of My Aged Care (MAC) and the associated changes to access to services has caused significant disruption and concern. CHSP data is now reported using the Data Exchange and this too required change to processes and practices. New expectations are in place regarding the collection and reporting of fee income. The interface between packaged care and basic support, while clearly defined in the Program Manual, is much more blurred in practice.

At the same time the Disability Sector has been preparing for the roll out of the National Disability Insurance Scheme and the associated end to block funding for service providers. Providers have been working towards operating under a more business like model while also trying to focus on a client centred model of care.

Local Government has also been involved in an overhaul as all councils have been involved in the Fit for the Future reforms and further council amalgamations were announced.

Many of our service provider organisations have reeled under the pressure of the changes and reforms and we have seen some decide that is all too hard and that it is time for them to relinquish or novate their funding and responsibilities.

It has, in many ways, been a difficult year for the sector and for our own organisation. Staff have felt the pressure of the upheaval of the sector as we have

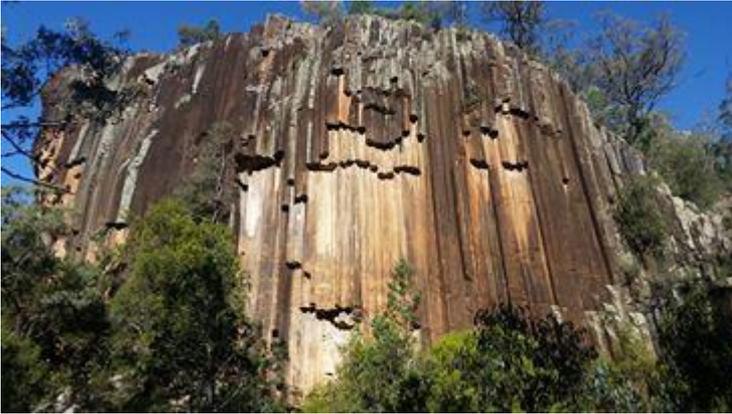


been called on to assist clients to understand the changes, and providers to work their way through them.

As we set off into the further uncertainty of 2016-17 we are somewhat bouyed by the new funding to address adult aboriginal literacy issues in Boggabilla and Walgett. We very much look forward to this new project and to working with the Literacy for Life Foundation.

Our team here at NESST has put in an amazing effort this year. I would like to personally thank each member of staff, and of the board, for the commitment and joy that they bring to their work. It makes me very proud to lead such an effective and useful organisation.

Debra Pugh



Sawn Rocks Narrabri



Castle Rock Narrabri



Act Now III

Staff Changes

This year we welcomed Jillian Hardman to the organisation as Finance Officer. We warmly welcome Jill to the NESST office.

Staff Professional Development

Staff were involved in a wide range of professional development activities in 2015/2016

- Paul, Deb, Tracy and Jamaika attended Mid North Community Care Conference in Coffs Harbour
- Jamaika finished her Certificate III in Business Administration and will do a Diploma into the next financial year.
- All Staff attended the CHSP Forum and Disability forums in February and March
- Deb and Paul attended train the trainer workshop on Abuse of the Older Person
- Wendy and Jamaika received additional MYOB training
- Wendy, Deb and Jamaika attended ACT Now 3.



We all need a little inspiration at times!

An 81yr old New England gentleman, who lives by the motto,

‘Age is no barrier’.

Still doing the things he loves.

Table 1: Training events

NESST provided a large number of training events during 2015/2016 for sector workers, committees, volunteers and community members.

Course	Duration	Location/s
Volunteer/Front-line training - Security and Staying Safe- July 2015 to Dec 2016	½ day 11 occasions	Gunnedah Moree Guyra Barraba Inverell Boggabri Barraba Yetman Warialda Inverell Glen Innes
Volunteer training - MUST Medication Use Safety Training - Jan 2016 to June 2016	½ day 8 occasions	Bundarra Armidale Glen Innes Tamworth Boggabri Walcha Gunnedah Wee Waa
Introduction to CHSP	1 Day 6 Occasions	Armidale Narrabri Tamworth Moree Tenterfield Bingara
Orientation to the Sector	1 Day 2 occasions	Armidale Narrabri
Judy Esmond Workshop 3C's	1 day 1 occasion	Armidale (July)
Quality Agency Review Workshop	2 days 1 occasion	Armidale(March)

Table 2: New England Sector Support network meetings and regional forums.

Forum	Location
New England CHSP Regional Forum	Tamworth (October) Tamworth (February)
Disability Forum	Tamworth (September) Tamworth(March)
Food Services Forum	Barraba (September) Armidale(November)
Transport Forum	Barraba (August - 2 day) Narrabri (November - 2 days) Armidale (February - 1 days) Barraba (May - 2 days)
Transport Alliance Group Meetings	Dubbo CTO Roadshow (June - 2 days) Barraba (October - 1 day) Barraba (January - 1 day)
Centre Based Day Care and Social Support	Bingara (August - 1 day) Inverell (November - 1 day)
New England Aboriginal Planning and Advisory Group	Glen Innes (July)

Conferences

NESST was involved in the planning and facilitation of two conferences in 15/16.

The third ACT Now Aboriginal Gathering was held again at Aanuka in March and attracted delegates from across Northern NSW.

In May we saw the 2nd Annual Northern Community Care Conference at Opal Cove.



It's been a interesting year, but somehow we made it through.

Report against Objectives

Objective 1:

To take a leadership role in the continuing improvement of client outcomes by providing support, information and resources to the community care sector:

- Staff have distributed information supporting the implementation of reforms impacting the sector. This has included information around the Home Care Standards, Disability Service Standards, Third Party Verification, the National Disability Insurance Scheme and information on National Health Reform
- Staff have promoted and provided referral to the services of the Northern Regional MDS Support Worker to assist services to comply with Minimum Data Set (MDS) reporting
- Staff have provided information on My Aged Care, the Data Exchange and Regional Assessment Services
- Staff have provided support and resources to Community Care Coordination meetings
- Staff have continued to resource and facilitate regional forums
- Staff have encouraged and facilitated the use of technology.

Objective 2:

Staff have been involved in the sourcing, development and delivery of a range of training and development activities. (*see Table 1*).

Objective 3:

To encourage and assist community care organisations to continually improve all aspects of their operations:

- Information about the services our organisation can provide was circulated to all management groups
- Staff attended management and advisory committee meetings to provide information and support

- Staff provided information and referrals by telephone, email and via our web-page
- Staff have provided administrative support to smaller services
- Staff have developed and updated our web-page
- Promoted New England Venue Risk Assessment shared on HSNet
- Staff participated in recruitment and selection of staff for service providers.
- Staff have provided training and support to community based management committees
- Staff have assisted services in the preparation of budgets and acquittals
- Staff assisted in Service Planning Sessions
- Staff facilitated networks and service type forums (*see Table 2*).

Objective 4:

Promote continuous improvement and cohesion across the Community Care Sector in the New England:

- Staff have continued to support the planning for the New England Dementia Forum
- Staff have participated in NSW Sector Support Network
- Staff have participated in the NSW Community Care Forum facilitated by ACS.
- Staff have participated in NDS Regional Forums.

Objective 5:

To ensure a continuing focus on improving access and equity for the special needs group:

- Staff have been involved in press releases on activities in the region
- Staff have provided ongoing support for rural and remote services
- Staff maintained regular attendance at and continued in the role of secretariat for the Aboriginal Planning and Advisory Meetings

Objective 6:

To improve the efficiency and effectiveness of our organisation's management and administration:

- Staff and committee have maintained the currency of the policy and procedure manual
- Staff and committee have reviewed the ongoing system of support and supervision for all staff members
- All permanent staff have had annual performance appraisal
- Staff have held regular minuted team meetings
- Staff have participated in a range of training and development activities
- Staff surveyed all relevant organisations and other stakeholder groups in the LPA regarding their satisfaction with the services provided by our organisation. Input from these sources has been built into our Strategic Plan for 2016/2017 at our annual planning day.

As you can see it has been another busy year for our organisation. Staff would like to thank the Management Committee for their assistance and support through the year.

We look forward to working with you through 2017/2018