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The
Department
of Health

Seeking your views – new quality standards and streamlined assessment

Today the Minister for Aged Care and Indigenous Health, the Hon Ken Wyatt AM, MP called for submissions on proposed changes to the aged care quality standards and the way providers are assessed against the standards. These changes are two major components of the Single Aged Care Quality Framework.

Submissions will close on Friday 21 April 2017.

We want to hear from consumers, their families and carers, aged care organisations, staff of organisations, and other professionals in the aged care sector and related sectors.

For further information on consultation opportunities and to complete a submission, visit the [department's consultation hub](#).

For information and updates on the Single Aged Care Quality Framework, visit the [department's website](#).

Ageing and Aged Care Group
Department of Health

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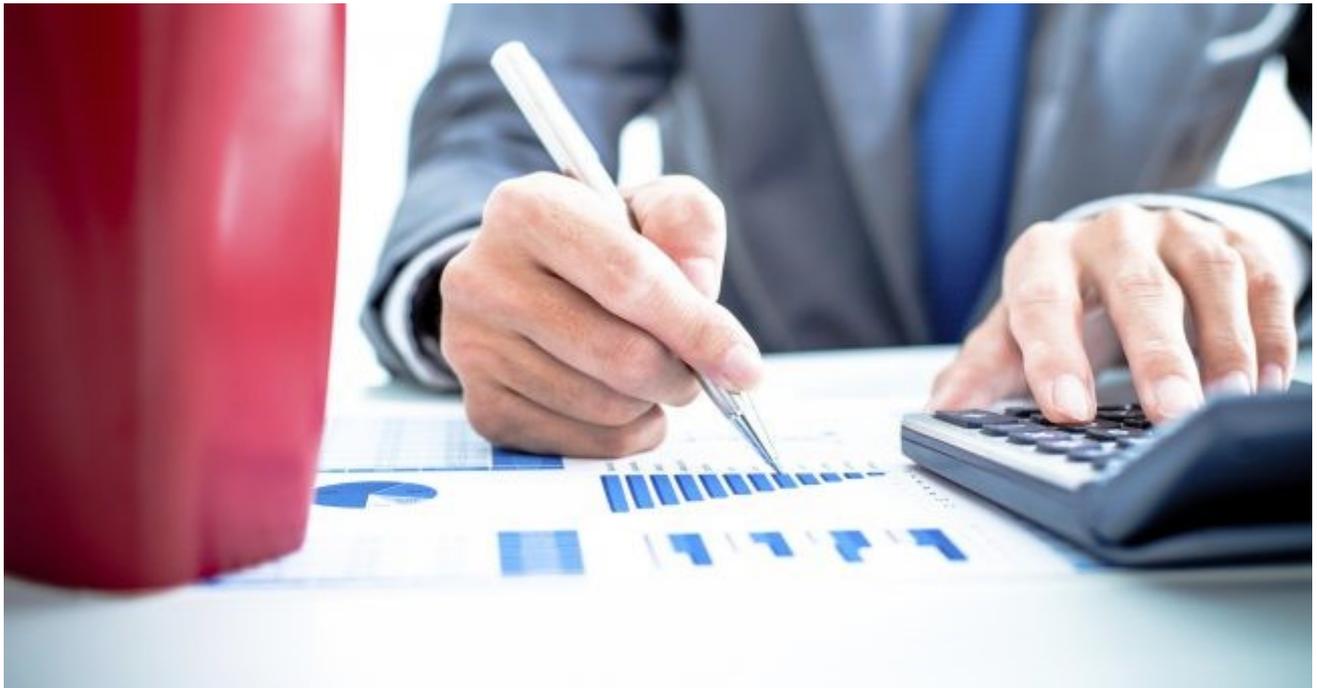
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Discover how we can make a difference to your menu

**GET YOUR
FREE SAMPLE**

Latest News



[Department commissions research into client fees under CHSP](#)

Commonwealth Home Support Program providers are being encouraged to take part in a national survey to provide feedback on the implementation of the government's client contribution framework.



Project explores relationships between client and support worker

The dynamics of the relationship between young people with disability and their support worker have been captured in a new book produced as part of a national research project.



New resource to support seniors in the kitchen

A social enterprise that supports disadvantaged seniors and people living with disability has published a new e-cookbook to assist older people to prepare meals on a budget.



Campaign raises awareness of COPD

NPS MedicineWise has launched an education campaign for health professionals and consumers on chronic obstructive pulmonary disease which affects more than 1 in 20 Australians over 55.

Are you a business or organisation seeking approval to provide government subsidised home care packages?

Are you an Approved Provider seeking assistance with developing your strategic and operational requirements?

GREEN SEA SHELL CONSULTING

Green Sea Shell Consulting brings insights, learnings and 20 years' expertise to help you build a successful, competitive, sustainable home care business in the newly deregulated marketplace.

Call today for a free initial consult on 0402 097 866 or email us at: info@greenseashell.com.au

Events



[Quality Agency
Education– Courses and
workshops](#)

Mar 6 – Dec 31 all-day

We deliver a contemporary and comprehensive education program to support continuous improvement and performance against the Standards. Our courses and workshops promote high quality, consumer directed service delivery to meet the needs of your consumers.



[Aged Care Workforce
Growth Strategies
Conference](#)

Mar 21 – Mar 23 all-day

Featuring aged care sector's best minds, this ground-breaking conference is the ideal opportunity to benchmark and be a part of leading discussions on how to adapt your workforce strategy to drive business viability and financial sustainability under CDC

LASA Queensland State Conference

Customers in the driver's seat
Reading the aged care roadmap

29–31 March 2017
Jupiters, Gold Coast

Register now!

[LASA Queensland State
Conference](#)

Mar 29 – Mar 31 all-day

The LASA Queensland State Conference will be held from 29 – 31 March 2017 at Jupiter's Hotel, Gold Coast. The theme for the conference is 'Customer's in the driver's seat – Reading the Aged Care Roadmap' and with an informative program, comprehensive trade exhibition and plenty of networking opportunities, it is an event not to be missed.



[Portability in Home Care
Packages Conference](#)

Mar 30 – Mar 31 all-day

A unique two day conference comprising a panel of consumers, carers, industry leaders, researchers and guest facilitator Rae Lamb, the Aged Care Complaints Commissioner.



[Better Practice Awards](#)

Apr 1 – Apr 30 all-day

Nominations open in April for the Quality Agency's widely anticipated Better Practice Awards 2017, celebrating better practice across aged care services. This year's awards incorporate the new tier, 'National Innovation and Excellence in Aged Care awards' with outstanding projects or initiatives announced at Better Practice Awards reception event at the end of Day 1 of our Better Practice Sydney conference.



[ACSA Victoria Finance Symposium](#)

May 3 all-day

ACSA Victoria Finance Symposium – 3 May 2017 Practical, current information for aged care providers by experts in the industry.



[Strengthening Dementia Strategy](#)

May 30 – May 31 all-day

Attend the Strengthening Dementia Strategy conference to hear best practice from government agencies, not for profits and leading aged care providers across the sector.



Aug 30 @ 8:30 am

Now in its third year, the Active Ageing Conference shares the latest evidence on restorative care,

reablement and wellness to support older people to live independent, healthy and productive lives.

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EVENTS
& TRAINING

NDS National
Disability
Services



[NDS Leadership Development: The Emerging Leader](#)

Date: 10 March 2017

Location: Liverpool

This program focuses on the transition from team member to team leader/supervisor and some of the challenges faced in managing work and staff.

[Read more](#)



[NDIS Provider Forums](#)

Date: 13 March - 11 May 2017

Location: Around NSW

NDS in partnership with the NDIA, FACS, ADHC, and the Early Childhood Intervention Australia will be holding a series of NDIS Provider Readiness Forums in 2017.

[Read more](#)



[NDS Leadership Development: Leadership Excellence](#)

Date: 21 April 2017

Location: Liverpool

A session for more experienced managers and leaders, this workshop focuses on leading a centre or business unit.

[Read more](#)

[Attracting, Retaining and Remunerating Your Employees](#)

Date: 16 March 2017

Location: Newcastle

At this session, industry professionals will share their expertise on how to enhance your organisation's ability to recruit, retain and remunerate employees at all levels.

[Read more](#)



[NDS Leadership Development: Candid Conversations](#)

Date: 6 April 2017

Location: Liverpool

This workshop will expand leaders' skills in giving and receiving feedback and having difficult conversations.

[Read more](#)



[Effective Employer Engagement Workshops: April-May 2017](#)

Date: 27 April 2017

Location: Sydney

This interactive workshop will help your team develop and maintain a more systematic approach to employer engagement.

[Read more](#)

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Attachment: FamilyCarerEd_Armidale_04May17

From: Cate Doyle [<mailto:cate.doyle@healthwisenenw.com.au>]
Sent: Friday, 3 March 2017 5:17 PM
To: Cate Doyle
Subject: Carer Education

Hi Everyone,

I am forwarding this flyer from Judy Bartholomew, who is an Educator with Alzheimer's Australia NSW, about some education she is holding for unpaid Carers of people living with dementia that is being held at Kent House in Armidale on Thursday 4th May 2017 at 10am – 2.30pm.

This education is free to Carers/family members.

Please RSVP to Judy.

Kind regards,

Cate

Cate Doyle

cate.doyle@healthwisenenw.com.au

Usual working
days: Tuesday/Wednesday/Thursday



HealthWISE New England North West

Suite 6, 175 Rusden Street, PO BOX 1321

ARMIDALE, NSW 2350

**Coordinator
Memory Assessment Program**

www.healthwisenenw.com.au

Office (02) 6771 1146

Fax (02) 6771 1170

We acknowledge the traditional custodians of the lands on which we work each day, and pay our respects to Elders of those lands, both past and present.



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The
Department
of Health

Industry alert: Coroner's recommendations for home care

The WA Coroner has released a report addressing inquest findings about the care of a consumer in home care. It highlights the need for roles and responsibilities of care givers to be clearly documented.

The Coroner's report recommended:

- *That, if reasonably practicable, organisations providing home-care generate a document describing the roles and responsibilities of each person involved in a patient's care, including where applicable the patient's family or friends, and provide a copy of such a document to those persons at the outset of that care and from time to time as is reasonably necessary.*
- *That, home-care providers assess their patients' needs on an on-going basis and, where a home-care provider considers that the care it is able to provide to a patient under a home-care package cannot meet the patient's needs, the home-care provider meet with the patient and the patients' next*

of kin where appropriate to so inform the patient and to discuss the patient's further care.

While the Coroner's findings are recommendations and not legislated requirements, all Australian Government subsidised aged care services are required to protect the health, safety and wellbeing of consumers at all times.

Providers should:

- read the [Coroner's Report](#) available on the WA Coroner's Court website
- make your key personnel aware of the information in the report and this alert, and
- take appropriate action.

Ageing and Aged Care Group

Department of Health

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The
Department
of Health

CHSP Client Contribution Framework National Survey

The Department of Health has engaged the ACIL Allen Consulting Group to undertake a national survey of Commonwealth Home Support Programme (CHSP) service providers.

The survey will assist the department to understand:

- how the framework is being implemented by providers; and
- any barriers to implementing the framework

The results of the survey will also be used to develop additional guidance material to assist with implementing the CHSP Client Contribution Framework.

Your privacy will be protected and all feedback from participants is anonymous.

[More information](#)

If you have any questions about the survey, please contact ACIL Allen at:

chsp@acilallen.com.au.

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NEWS UPDATE



[NDS proposes ways to improve the NDIS for people with psychosocial disability](#)

NDS's submission to the Joint Standing Committee on the provision of services for people with psychosocial disabilities aims to ease uncertainty about supports.

[Read more](#)



[Social impact investing could stimulate service innovation](#)

Another NDS submission to the Federal Treasury argues that social impact investing could have a role in supporting innovation in the disability services sector, although its scope is limited.

[Read more](#)



[JobAccess wins international award](#)

The Federal Government's JobAccess Service has been internationally recognised for efforts to remove barriers to employment for people with disability.

[Read more](#)

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NEWS: Tuesday 7 March



Financial Sustainability for the NDIS

Preparing your organisation for the NDIS roll out & beyond

30 - 31 May 2017, Sydney

 **criterion**
conference

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[Benevolent Society new operator of NSW govt disability services](#)
Major merger will see the charity double its workforce and operations.

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Retail store and NFP
team up for the
greater good.



Third Sector Jobs

[Commercial Lending - Relationship Manager](#)

Recruiter : Thrive Refugee Enterprise
Location : Parramatta CBD
Salary range : \$60,000 – \$90,000

[Training Coordinator, Not-for-profit Law](#)

Recruiter : Justice Connect
Location : Melbourne
Salary range : Under \$60,000

[CEO - Australian Dental Association \(ADAVB\)](#)

Recruiter : Brooker Consulting
Salary range : TBA
Recruiter : Brooker Consulting

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Support Coordination: On the Money

We meet a lot of organisations who are confused about what Support Coordination is. This article goes beyond the basics to demonstrate what Support Coordination should look like – and what it should not.

[READ MORE](#)

March & April Workshops

Our team of presenters have earned their reputations for frank, fun and future facing forums that focus on practical ways of surviving and thriving in the NDIS.



Support Coordination
[Read more](#)



Better Outcomes at Lower Cost
[Read more](#)



NDIS Leadership: Building a Values-Based Commercial Culture
[Read more](#)



8 Steps to NDIS Success
[Read more](#)



Service providers, the NDIS and conflicts of interest

Leighton Jay explores some of the tensions arising from the NDIA's approach to "conflicts of interest".

[READ MORE](#)

In case you missed it...

Inaugural NDIA Chair, Bruce Bonyhady has written a fabulous article criticising WA NDIS on Pro Bono Australia.



[The Difference Between the WA NDIS and the Real NDIS](#)

The WA National Disability Insurance Scheme is a deeply flawed agreement imposing unnecessary financial costs on all West Australians, writes the man credited with being the father of the NDIS, Bruce Bonyhady.

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Designed specifically to meet the needs of community services and public sector managers.

No accounting knowledge is assumed!

Melbourne: 11 Apr, 5 Sept

Sydney: 20 Apr, 14 Sept

Brisbane: 21 Apr 13 Sept

Adelaide: 5 June

Darwin: 26 July

Perth: 19 Oct

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The Program

- Why financial literacy is so important
- A tour of your organisation's annual accounts
- Why accounting isn't that precise
- Understanding the balance sheet, income statement and cash flow statement
- The role of auditors
- Assessing your organisation's financial health
- What accounting software to use
- The 5 indicators of a financially healthy organisation
- Why and how fraud happens...and how to prevent it
- Identifying and managing risk
- How to become a budgeting guru

[Click for more information and to book online](#)



Your presenter

Peter has spent most of his professional career leading, managing and advising community service organisations so he has unique insights into what works and what doesn't....particularly in the art of management.

He has post graduate qualifications in management, is a Fellow of the Australian Institute of Management, a graduate of the Australian Institute of Company Directors and is a Churchill Fellow.

He also sits on the boards of four community service organisations. His presentations are practical, engaging and memorable!

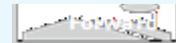
Peter Holdsworth

B.Bus, MBA, FAIM, GAICD
Director, Pathways Australia

Pathways Australia
L3, 24 Albert Road
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**NEWS
UPDATE**

NDS National
Disability
Services



[Innovative Workforce Fund open for applications](#)

The \$4 million Innovative Workforce Fund is now open nationally. It is available to Australian organisations, businesses and individuals that have impactful project ideas to engage and develop the disability workforce to meet the needs of NDIS participants.

[Read more](#)

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The
Department
of Health

Review of wellness and reablement in the home care sector

The department has engaged Nous Group to conduct a national review of wellness and reablement approaches within the home care sector.

The aim of the review is:

1. for the department to gain a better understanding of how wellness and reablement approaches are being implemented on the ground
2. to inform the development of strategies for the home care sector to embed wellness and reablement approaches

It presents an important opportunity to provide feedback on:

- what is already working well
- what are the key barriers
- what additional assistance you need both now and into the future

We are seeking input from:

- service providers
- assessors
- health professionals
- consumers
- carers
- advocates
- peak bodies

The sector will be engaged via a survey and a range of workshops and focus groups from March to May 2017.

More information is available on the [Wellness and Reablement Review](#) website.

Ageing and Aged Care Group
Department of Health

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Service Portal News Bulletin



Clinical Services
for people with disability

***Announcement: The Benevolent Society will be the new provider of
FACS Disability Clinical Services across NSW***

Minister for Disability Services, Ray Williams, announced on 2 March 2017 that the Benevolent Society will be the new operator of FACS clinical services across NSW.

The Benevolent Society was chosen in a highly competitive transfer process. It is an experienced provider with a proven track record in delivering high quality services to children, young people and adults with disability across NSW.

The Benevolent Society is an exceptionally strong service provider with a great track record as Australia's first charity. For more than 200 years it has supported Australians to live their best life.

The transfer of the Community Support Teams (CSTs) will commence from August 2017.

The Government is working hard to make it a seamless transition from FACS to the Benevolent Society. Our highest priority is for people with disability to continue to receive the services that are important to them.

To support continuity of care for people with disability, FACS clinical services staff will transfer to the new provider.

FACS clinical services staff are highly skilled and dedicated professionals and their commitment to the people with disability they support was highly sought after in the selection process.

The Benevolent Society has presented an impressive plan to grow and expand the business. Importantly, it has a strong focus on culture and people that will ensure clients and staff are well supported. We are confident the Benevolent Society is the best choice for our clinical services workforce and the clients they support.

The delivery of services will continue to be delivered by FACS until the transfer and we will work to make it a seamless transition to the Benevolent Society after the transfer. Our highest priority is for people with disability and their family members to continue receiving the services that are important to them.

Further information is available on the FACS website (www.facs.nsw.gov.au) or the NDIS NSW website (www.ndis.nsw.gov.au).

For further information, contact 1300 136 067 or email portal@facs.nsw.gov.au

Visit the Service Portal at www.portal.facs.nsw.gov.au



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**Community
Grants Hub**
Improving your grant experience



Documentation update for the ILC National Readiness Grants round and the ILC Jurisdictional Based Grants – ACT grants round

The Commonwealth and Western Australian Governments have signed a Bilateral Agreement covering the implementation of the NDIS in Western Australia, which provides for the Western Australia Government to fund ILC in that State. Organisations that are successful in receiving a grant under the CICD Program will not be funded for activities in Western Australia.

Updates have been made to the following documents:

- Community Inclusion and Capacity Development (CICD) Program Guidelines - under sections 1.2, 2.6.2 & 2.7.2
- Implementing Information, Linkages and Capacity Building (ILC) - ILC National Readiness Grants - Funding Round Summary - on page 1
- Implementing Information, Linkages and Capacity Building (ILC) - ILC National Readiness Grants - Questions and Answers updated 3 March 2017
- Implementing Information, Linkages and Capacity Building (ILC) - ILC Jurisdictional Based Grants - Australian Capital Territory - Funding Round Summary - on page 1
- Implementing Information, Linkages and Capacity Building (ILC) - ILC Jurisdictional Based Grants - Australian Capital Territory - Questions and Answers updated 3 March 2017

Applications for ILC Jurisdictional Based Grants - ACT and ILC National Readiness Grants close at 2:00pm AEDT on Wednesday, 8 March 2017.

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support@communitygrants.gov.au

Information for Aged Care Providers
3 March 2017

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The
Department
of Health

Information for Aged Care Providers

Issue 2017/3

In this issue:

- [Sister Anne Gardiner AM named 2017 Senior Australian of the Year](#)
- [Commonwealth CoS Programme webinar – 20 March](#)

Home Care:

- [Increasing Choice in Home Care launch](#)

Residential Care:

- [QI Program: 12 months of data to support quality improvement](#)
-

Sister Anne Gardiner AM named 2017 Senior Australian of the Year

The Minister for Aged Care and Indigenous Health, The Hon Ken Wyatt AM, MP, congratulates Sister Anne Gardiner AM, named the 2017 Senior Australian of the Year.

The Minister also recognises the significant contributions of the other Senior Australian of the Year state and territory finalists:

- Indigenous educator, Patricia Buckskin PSM, SA
- Doctor and altruist, Dr John Knight AM, NSW
- Social entrepreneur, Peter Kenyon, WA
- Indigenous educator, Lois Peeler AM, VIC
- Neuroscientist, Professor Perry Bartlett FAA, QLD
- Sustainable living advocate, Margaret Steadman, TAS
- Sports scientist and coach, Dick Telford, ACT.

For more information visit the [Australian of the Year website](#).

Commonwealth CoS Programme webinar – 20 March

Topic: Overview, transition to the new arrangements, and programme framework

Audience: Current and future Commonwealth Continuity of Support (CoS) Programme providers

When: Monday 20 March, 10.30am-12.00pm AEDT

Participants will be able to ask the panel questions following the presentation.

The link to the webinar can be accessed via the [department's webinars page](#).

Increasing Choice in Home Care launch

The Increasing Choice in Home Care reforms began on Monday 27 February and as with any major reform, the department has in place quality control processes to support the sector in this transition period.

We encourage you to access support materials on the department's website to help with both system and process enquiries.

Consumer and provider facts sheets can be found at [Increasing Choice in Home Care](#).

Quick reference guides and system support materials can be found at [Information for Service Providers](#).

View the [media release](#) of Minister Wyatt's launch and watch a [video](#) on what the changes mean for older Australians and home care providers.

QI Program: 12 months of data to support quality improvement

The QI Program has been collecting data for 12 months.

Many services have now completed four data collection cycles, which puts them in a great position to monitor their progress and make improvements to their services.

You may be able to see trends in your service's data that can be used for comparison across facilities.

Printer-friendly version

-  [Information for Aged Care Providers Newsletter - Issue #2017/3](#) (236 KB)
-

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Attachment: Armidale Mediterranean Lunch Flyer 2017

From: Kate Pigram [<mailto:kate.pigram@oaktreegroup.com.au>]

Sent: Friday, 3 March 2017 4:01 PM

To: Jane Davies

Subject: Mediterranean Lunch

Hi Jane,

I was wondering if you could send our Mediterranean Lunch Flyer out again to your contact list. I am chasing a few more numbers and trying to get the word around that tickets are still available despite the RSVP date being passed.

Thanks for your help.

Kind Regards,

Kate Pigram
Village Manager Armidale
Area Manager New England
M: 0407 333 453

E: kate.pigram@oaktreegroup.com.au
89 Martin Street Armidale NSW 2350



oaktreegroup.com.au

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Attachment: FLPN Working With Men training_Simon Santosha_April 2017

From: Sarah Keenan [<mailto:s.keenan@centacarenenw.com.au>]
Sent: Friday, 3 March 2017 12:29 PM
To: Sally Schofield; Jane Davies
Subject: FW: Professional Development opportunity - Working With Men

Good morning,

Please share ☺

With thanks,

Sarah Keenan
Senior Family Support Worker
Family Rural Resilience Program

Phone: 02 6738 7200
Fax: 02 6771 5747
Address: 150 Rusden Street
Armidale NSW 2350
Website: www.centacarenenw.com.au



Find us on 

Centacare NENW values the feedback from our stakeholders, if you have any suggestions regarding the continuous improvement of our services please forward us an e-mail or give us a call on 1800 372 826.

Centacare NENW acknowledges the traditional custodians of this land and pays respect to the elders past and present.

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From: Emelia Rixon [<mailto:e.rixon@centacarenenw.com.au>]
Sent: Thursday, 2 March 2017 4:52 PM
Subject: Professional Development opportunity - Working With Men

Good afternoon,

Please see attached invitation to attend training with the Tamworth Family Law Pathways Network. Simon is a terrific trainer, and places are limited, so early RSVP/registration is encouraged.

Please contact me if you have any questions, and feel free to share throughout your networks.

Thank you,

Emelia

Emelia Rixon

Media Relations Manager/FLPN Project Officer

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Tamworth NSW 2340
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Find us on 

Centacare NENW values the feedback from our stakeholders, if you have any suggestions regarding the continuous improvement of our services please forward us an e-mail or give us a call on 1800 372 826.

Centacare NENW acknowledges the traditional custodians of this land and pays respect to the elders past and present.

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From: Armidale Shed [<mailto:armidaleshed@outlook.com>]

Sent: Friday, 3 March 2017 1:03 PM

Subject: We need you to vote (and other details)

Hello all

- We need you to vote for the men's shed in the greaterarmidale support program. They nominate 3 charities and the one that heads the vote is given \$3000 – that would be handy for us. If you click on the following you should be able to get to the vote page and record your vote for the shed; **Do it now and get your friends to vote too – put it on your facebook if you have one.**
- <http://greaterarmidale.hscampaigns.com/#votenow>
- Note the new contact details: email armidaleshed@outlook.com phone 02 6787 4057

We had expected to retain our old phone number but the complexities etc did not allow that.

The New Address is Unit 6 215 Mann Street.

Regards

Roy Powell
President
Armidale Men's Shed
6787 4057
Pers mob 0419 367 818

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