

Release of home care packages

A new national system for prioritising access to home care has now been established. The new system will allow home care packages to be assigned to consumers according to:

- their relative needs
- how long they have been waiting for care.

The department has started releasing home care packages through the new system, with approximately 11,300 packages scheduled for release throughout March 2017. As at 21 March 2017 approximately 1,200 have been released with an additional 10,100 to be released over the coming week. From next month, packages will be released on a regular basis, likely to be weekly.

The number of packages being released takes into account home care places that were unoccupied on 27 February 2017, packages that have been exited or not taken up in previous weeks, and new packages. The number of packages that are released will ensure that the overall home care market continues to grow.

Consumers will receive a letter when they have been assigned a package. This letter will include a unique referral code which can be used to access care.

For most consumers, the package will allow them to access care for the first time. Consumers can access care by contacting a provider directly and providing the unique referral code included in the letter they received from the department. Alternatively, the consumer may ask that My Aged Care send an electronic referral on their behalf.

For other consumers, the package that is assigned will be an upgrade on the level of care they are currently receiving. In these instances, their provider will receive an immediate notification through the provider portal on My Aged Care and will not need to accept a new referral.

It is expected that consumers will use the service finder on My Aged Care to research and contact providers. It is recommended that providers ensure the information on the service finder is up-to-date. View the fact sheet on how to [update your organisation's profile](#) on the service finder.

Further information

The department will be hosting a [webinar](#) on 28 March 2017 which will provide more information regarding the national prioritisation system and allocation of packages.

View our provider [fact sheets, quick reference guides and videos](#).

Ageing and Aged Care Group
Department of Health

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Do you need to update your contact details?

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Digital Literacy for Older Australians



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Funding Open for Application

The Australian Government is inviting applications via an open process to apply to deliver services under the Strengthening Communities /Community Development Participation / Digital Literacy for Older Australians (DLOA): National Network Manager from 1 June 2017 to 30 June 2020. Funding will be offered to one organisation as a result of this process.

DLOA builds on the existing Australian Government Broadband for Seniors program, which ceases on 30 June 2017, by adopting a wider family and community centred approach to supporting, coaching and teaching older Australians who have minimal engagement with technology. It will continue to draw on existing community infrastructure and expertise, but will also focus on the people trusted most by older Australians – their families, friends and carers. It will support a learning environment that is informal and personal, complementing the wide range of existing online and classroom training available to people who are already digitally engaged and skilled.

Applications close at **2pm AEST Tuesday 28 April 2017**.

For further information about eligibility and how to apply, refer to the [Funding Open for Application](#) page.



The Fond Farewell

The courteous and ethical way to retire volunteers



It's been great having you on the team - but now it's time to say goodbye

A FOND FAREWELL: EXITING VOLUNTEERS (1/2 DAY)

There are many reasons why volunteers need to leave. Perhaps they can no longer safely perform their volunteering tasks, maybe they are not aligned with the mission or culture of your organisation, or it could be that other parts of their life need attention.

Regardless of the reason, it is important to effectively manage the exit strategy for volunteers who are saying goodbye so they remember their time positively and to ensure there is no negative flow-on for your other volunteers or the organisation.

In this [workshop](#), we look at the reasons why you may need to

part company with a volunteer, tricky situations that may arise, how to ease the transition for the benefit of the individual and organisation, and the importance of ensuring volunteers have a fond farewell.



Penny York has advised both the corporate and NFP sectors on ethics, human resources and effective communication strategies.

Join Penny next **Tuesday March 28** as she provides expert guidance on how best to retire volunteers.

The session starts at 9.30 AM in our Training Room at 40 Gloucester Street, The Rocks.

[Bookings](#)



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RESOURCES UPDATE



Resources, tools and products for the disability sector

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[Community Inclusion Initiative](#)

Participant films, evaluation reports, guides and practical advice are available to assist you to understand the different approaches to increasing community inclusion and improving quality of life in the process.

[Read more](#)



[Community Inclusion Initiative Factsheets](#)

These easy-to-read factsheets are designed to inform frontline workers and families of people with disability on key issues relating to community inclusion such as workforce, transport and shared vision and leadership.

[Read more](#)

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Retirement Village Management - One Day Intensive

This one day course has been designed to address broad areas of retirement village management, organisational and compliance issues and will provide participants with a relevant and stimulating program specific to their work practices. This program is facilitated by industry experts, trainers who will draw on their knowledge to deliver the topics covered.

Target Audience:

This course is designed for retirement village managers and self care managers.

Content:

- Overview of the retirement village industry
- Entry and Exit Criteria, Residents & Committees, and Relationship Management
- Financial Management
- Operators' Legal Obligations
- Common Areas of Non-Compliance

Venue, Date & Time:

Mackellar Care
2 Apex Road, Gunnedah NSW 2380
28 April 2017
9am to 4pm

Course Fee

Members: \$250

Non Members: \$320

Special reduced price for this course only!!!

How to Register:

Please [click here](#) to register online.

Note:

Registrations close two weeks prior course commencement.

This course will be conducted subject to sufficient registrations.

Late registrations will be accepted for confirmed courses.



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For more information or assistance
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 **ACSA Weekly**



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





Aged Care Q&A in Parliament House Canberra a great success

On Tuesday 21 March, over 20 ACSA representatives including myself, President Paul Sadler, and board members John Murray WA, Stephen Cornelissen Vic, Greg Skelton Qld, ACSA's Executive Leadership Team and ACSA members from across Australia hosted a function allowing over 50 MPs and their staff to come and ask their aged care questions of a broad range of aged care providers. There were ACSA experts in home care, residential care, retirement living and RRR issues. We also had representatives from Russell Kennedy - Victor Harcourt and Anita Courtney - and Peta Bourne from Bentleys to help with legal and financial questions.

MPs' offices have been reporting to us that they are getting increasing inquiries from their constituents about aged care and we thought this Q&A forum would be a great opportunity to assist them with answers to the questions they get on a daily basis.

ACSA also wanted to raise the knowledge of aged care among parliamentarians, to raise awareness of ACSA so that we become to "go to" organisation for MPs for expert advice, and to promote a positive view of aged care providers.

Our ACSA representatives spent two solid hours discussing a whole range of issues and were received very positively - with one Senator saying we should host the function twice a year!

Minister for Aged Care, the Hon Ken Wyatt, made some brief and well received comments, as did Shadow Minister for Ageing the Hon Julie Collins, who also thanked the providers present for giving their time to assist the MPs, Senators and their staff.

I wish to thank all those ACSA representative who gave their valuable time to attend as they offered a very professional and well-received face for the aged care industry and did us all proud!

Pat Sparrow

ACSA CEO



ACSA Member Update - Increasing Choices in Home Care implementation

ACSA recently heard from members about Increasing Choices Home Care reforms implementation issues, particularly the lack of referrals since the new system was introduced on 27 February 2017. ACSA CEO Pat Sparrow had discussions with senior staff within the Department and the Minister's Office last week to find out what was happening and why. The Department has provided an explanation: [read more here](#) and also issued the following notice: [Release of home care packages](#)

Questions regarding claims/statement issues where a package has not been assigned

The Department has identified some clients that require further remediation to allow for the assignment of their home care package and have [outlined here](#) what the impact is.

ACSA has raised other member questions regarding ICHC implementation with the Department and received the following responses - [click here](#) to read more.

Working better for small business - Fair Work Commission roundtable



Peter Strong, CEO Council of Small Business Australia and Anna-Maria Wade, ACSA Employee Relations Advisor

ACSA Employee Relations Advisor Anna-Maria Wade participated in a roundtable discussion in Canberra this morning on how the [Fair Work Commission](#) can best meet the needs of the small business community.

As many of our members are small businesses, ASCA played a vocal and integral role in the discussion and ensured that the industry and its interests were well-represented at the table.

[Click here to read ACSA's report from the roundtable in full](#)

DHS/Heath/DVA Aged Care Peaks teleconference

ACSA attended this teleconference on 15 March; [click here](#) to read the key points from the meeting.

NACA Gateway Advisory Group: ACSA Report March 2017

[Click here](#) to view this report.

ACSA in the media

- [Aged Care Guide](#) - 13 March
- [Australian Ageing Agenda](#) - 16 March
- [Inside Ageing](#) - 16 March
- [The Mercury](#) - 17 March
- [Inside Ageing](#) - 21 March
- [Starts at 60](#) - 23 March

What's happening in your backyard?

[NSW / ACT](#)

[QLD](#)

[SA / NT](#)

[TAS](#)

[VIC](#)

[WA](#)



[Register your interest now](#)

Upcoming Events

Wellness and Reablement in the Home Care Sector

Recently we circulated information about a current review being conducted by the Nous Group of Wellness and Reablement in the Home Care Sector. ACSA have been working with Nous to circulate information about this project to our members and promote engagement. Registrations of interest to attend the [workshops and focus groups for this review are now open](#)

- *Sydney and Canberra registrations were required to be completed by 5.00pm Wednesday 22 March as activities will take place on 29 and 31 March respectively.*
- **Adelaide, Perth and Brisbane** registrations must be completed by **5.00pm Friday 24 March** as activities will take place on 4, 5/6 and 10 April respectively and additional notice is needed for venue requirements.
- All other registrations must be completed by **5.00pm Friday 31 March 2017.**

Participants will receive confirmation following the registration cut-off dates.

Better Practice 2017

Our theme for 2017 is **Rethinking Aged Care: Discover, Connect, Create.** For further information and how to register, visit: www.aacqa.gov.au.

Publications, reports, grants and resources

Latest newsletters and updates in aged care

- Information for Aged Care Providers – [Issue 2017/4](#)
- Digital literacy for older Australians – [Funding Open for Application](#)
- [Indexation rates for Residential Aged Care and Home Care Packages and changes to the Maximum Permissible Interest Rate](#) (MPIR)
- Data Exchange Updates – subscribe [here](#)
- [The Donaldson Sisters newsletter](#)
- O'Loughlins Aged Care Briefing [Dysphagia – the balancing act continues](#)

Managing people's information and data - [This guide](#) provides charities with a broad overview of their responsibilities and the laws that may apply, and practical tips for managing people's information and data responsibly.



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Sydney - 954 AM
Melbourne - 1278 AM
Brisbane - 882 AM

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The new ACSA ELearning portal is now live

Please [click here](#) to access.

ACSA training resources

Valuable resources for residential aged care and home care workers. [Find out more](#)

Australasian Journal on Ageing

[Volume 36, Issue 1 Pages 1 - 81, E1 - E25, March 2017](#)

Australasian Journal on Ageing on the Go

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NEWS UPDATE



[NDIS price review paper released for comment](#)

The NDIA has released a consultation paper on prices for 2017-18 which canvasses some of the key concerns service providers have about current pricing.

[Read more](#)

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Digital Literacy for Older Australians – Update to Application Pack

The Broadband for Seniors kiosks listing has been added to the Application Pack for Digital Literacy for Older Australians.

The listing is referenced on page 5 under Statement of Requirement - Establish a Network in the Funding Round Summary.

[Digital Literacy for Older Australians Application Pack](#)

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