



NESST Newsflash 29<sup>th</sup> Sept 2017

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The  
Department  
of Health

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## CHSP – update for service providers

- [CHSP extension to 2020](#)
- [Sector support and development funding extension](#)
- [My Aged Care update](#)
- [Data Exchange provider reports coming soon](#)
- [Withdrawals and novations](#)
- [Funding increase for some CHSP meal providers](#)
- [WA HACC transition](#)
- [CHSP acquittals and cessation of SSR](#)

## CHSP extension to 2020

On 9 May 2017, the Government [announced](#) that funding arrangements for the CHSP would be extended for up to two years

to 30 June 2020 under the Strengthening Aged Care 2017-18 Budget Measure.

This provides certainty of funding and continuity of service delivery to more than 900,000 older people in Australia to assist them to continue living at home and in their communities for as long as possible.

Details of the new conditions are currently being developed by the department and will be discussed with the sector over the coming months.

The department plans to communicate likely changes later in the year with new funding agreements coming out early 2018.

### **Sector support and development funding extension**

As part of the CHSP funding extension, CHSP service providers currently receiving Sector Support Development (SSD) funding, recently received an email to advise that this funding would be extended to June 2020.

The SSD funding extension only applies to existing CHSP providers currently receiving SSD funding. These providers will receive the same amount of SSD funding as they currently do.

Providers don't have to do anything, the funding will be extended in line with the CHSP funding extension from 1 July 2018 to 30 June 2020, including the inclusion of new terms and conditions.

More information about the CHSP funding extension, including [FAQs](#), can be found on the [department's website](#).

### **My Aged Care update**

There have been a range of questions raised with grant managers about referrals to services through My Aged Care.

Ensuring the accuracy of the service finder information is of prime importance and it is critical that as a service provider you access the service provider portal and validate and/or update information about the services you provide.

You need to ensure you promote these services only in areas where you are able to deliver services. It is also important to turn availability off if you do not have capacity to take on new clients.

Fact sheets, FAQs, detailed provider portal user guides, quick reference guides and videos have been developed to assist providers to set up and manage their services through the portal. These materials can be found on the [department's website](#).

In addition to these support materials, service providers can contact the My Aged Care provider and assessor helpline on 1800 836 799.

### **Data Exchange provider reports coming soon**

The CHSP Organisation Overview Reports are due to be released soon. A webinar will follow the release to help you navigate through

the reports. You will be notified shortly of the release date and the webinar.

### **Withdrawals and novations**

There are times when organisations make a decision for one reason or another that they are no longer in a position to provide CHSP services. We call this a withdrawal and the process following, a novation. If you want to withdraw a service in the CHSP, you must notify your Grant Agreement Manager and they will step you through the process.

It is important you provide notice in advance; it may be all your funded revenue, or only some that you decide you are no longer in a position to deliver. The department has the responsibility to source alternate providers.

[Section 5.1.8 of the CHSP Manual](#) addresses service providers' obligations to deliver services and manage incidents, including transitioning out of service provision.

### **Funding increase for some CHSP meal providers**

Minister Wyatt [announced](#) the government's decision to provide more funding to address historic disparity of funding for some CHSP meal providers.

These providers will be notified by the department shortly.

### **WA HACC transition**

The department is continuing to work closely with the WA Government on the arrangements to support the transition of WA HACC services for older people to the CHSP from 1 July 2018.

The department and the WA Government jointly hosted the first WA HACC Transition Roadshow on 28-30 August 2017.

The Roadshow provided information to prepare and support WA HACC service providers to transition to the CHSP from 1 July 2018. A [webinar](#) on the WA HACC Transition was held on 13 September 2017.

Further information on the WA HACC transition is available on the [department's website](#). If you have any questions about the WA HACC transition, email [WA.HACC.Transition@health.gov.au](mailto:WA.HACC.Transition@health.gov.au).

### **CHSP acquittals and cessation of SSR**

As part of your financial acquittal responsibilities last year, the Service Stocktake Report (SSR) and financial acquittal declaration were combined. This year components of the SSR have been incorporated into an amended CHSP Financial Declaration. There will not be a separate SSR to complete.

You would have recently received an email from the department with the amended financial acquittal template. The financial acquittal for your CHSP activities is due 31 October 2017.

Also in the recent email was a reminder about the in-principle agreement to support requests for CHSP service providers to carry

forward any unspent CHSP funds from 2016-17 into the same 2017-18 activities. If this is applicable to your organisation, you need to tick the carry-forward request box in your financial declaration form. In such cases, an additional pro-rata service output is expected to be delivered and included in your performance reports for 2017-18.

The 2015-16 financial acquittals are currently being finalised and you will be provided with further information shortly.

### [More information](#)

If you haven't already, the department encourages all your staff to [subscribe](#) to receive these notices. This is a great way to stay up to date with what is happening not only in the CHSP space but also broader Aged Care.

Ageing and Aged Care Group  
Department of Health

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Issue No. 33 | 21 September 2017

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# ACSA Weekly



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



## Call out for Tune review survey responses; ACSA and the media

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I trust that ACSA's summaries have been useful to you in coming to grips with the key points and issues from both reports. I'd like to encourage members to [complete the survey on the Tune Review recommendations](#) sent around on Monday so your views can form part of ACSA's response. You will hear from us again shortly on the discussion forums planned as we develop our position guided by your experience and knowledge.

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Some recent private initiatives designed to do just this, include our government relations function on September 6 run in conjunction with Catholic Health, Uniting Care, the Aged Care Guild and Leading Age Services Australia. We were able to engage with politicians directly to deepen their understanding of aged care regulation and quality measures and dispel some of the myths. ACSA was instrumental in designing this as a response.

Our primary objective with any response is to achieve the best outcome we can in putting the industry case forward.

One week on from the wrap on another successful National Summit, and what a fantastic event it was – full of inspirational ideas, innovative concepts and constructive and honest discussion around the future of our industry.

Thank you to all our 2017 Summit delegates, speakers and exhibitors for your wonderful contributions, expertise, passion and enthusiasm. I'd also like to thank and acknowledge the ACSA Team and the Organising Committee for their hard work in the lead-up to, and during the Summit. I would also like to thank two of our major sponsors - (HESTA) as our Summit Major Sponsor and ANSVAR as the Sponsor for the wonderful ACSA National Summit Gala Dinner.

The 2018 Summit will be held in Sydney, so please watch this space for updates!

Pat Sparrow  
CEO, ACSA

### National Digital Health Strategy

ACSA continues to represent the sector on the Australian Digital Health Agency Medicines Safety Program Steering Group. The Australian Digital Health Agency has been established by the governments of Australia with a remit to evolve digital health capability through innovation, collaboration and leadership to facilitate digital health integration in the health system. The Agency has developed the National Digital Health Strategy through extensive consultation with the Australian community and comprehensive analysis of the evidence.

The [Strategy](#) was approved by COAG in August and proposes seven strategic priority outcomes to be achieved by 2022:

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2. Health information that can be exchanged securely.
3. High-quality data with a commonly understood meaning that can be used with confidence.
4. Better availability and access to prescriptions and medicines information.

5. Digitally-enabled models of care that drive improved accessibility, quality, safety and efficiency.
6. A workforce confidently using digital health technologies to deliver health and care.
7. A thriving digital health industry delivering world-class innovation.

Work is underway to develop a Framework for Action to agree an implementation plan to support the seven strategic priority outcomes. The Framework is expected to be released by the end of the year.

## Department of Health

[ALERT TO RESIDENTIAL CARE FACILITIES - Increase in Outbreaks of Influenza](#)

## Legislated Review of Aged Care 2017

[Click here for ACSA's Initial Summary and Member Survey](#) - CLOSES 6 OCTOBER

## Home Care Packages Program - Data Report Overview

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## Australian Marriage Law Postal Survey

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If you'd like to share a good news story about your organisation in ACSA Weekly or eAgendas, please send it to [communications@acsa.asn.au](mailto:communications@acsa.asn.au).



We want to **reach as many of our members** as possible, with important industry information and updates.

If you'd like your colleagues, employees or Board Members to receive *ASCA Weekly*, please encourage them to email us and we will add them to the *ASCA Weekly* distribution list.

You may also like to circulate our sign-up sheet at your next staff meeting, then simply email it back.

email [communications@acsa.asn.au](mailto:communications@acsa.asn.au)

[download](#) sign-up sheet

## 2017 ASCA National Summit - Cairns, 12-14 September





Thank you to our 2017 ACSA National Summit Sponsors

**Platinum Sponsors:** [HESTA](#) (Major Sponsor) and [Ansvr Insurance](#).

**Gold Sponsors:** [Foxtel Business](#), [PresCare](#), [Procura](#) (by Complia Health) and [Aged Care Channel](#).

**Silver Sponsors:** [Russell Kennedy](#), [Merrin and Cranston](#), [Xtra](#)

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Please [click here](#) for all recent ACSA media releases.

What's happening in your backyard?

[NSW/ACT](#)

[QLD](#)

[SA/NT](#)

[TAS](#)

[VIC](#)

[WA](#)



### Upcoming Events

COTA & ACSA present the Next Phase of Aged Care Reform conference – 1-2 November

The Next Phase of Aged Care conference is an opportunity to engage with senior policy leaders, peak bodies, experts and progressive organisations on the implications of reform to date and reform to come. Join expert voices including Minister Ken Wyatt, Shadow Minister Julie Collins, David Tune AO PSM, Kate Carnell AO, Professor Ron Paterson ONZM & senior representatives from the Department of Health as they unpack the Legislated Aged Care Review, the Review of National Aged Care Quality Regulatory Processes and discuss the next steps for aged care providers. Download the 2 day program [here](#). Contact Sam Sutcliffe on 02 9239 5766 or [sam.sutcliffe@criterionconferences.com](mailto:sam.sutcliffe@criterionconferences.com) to take advantage of a special \$200 off discount for all ACSA members.

2017 ACSA Tasmania State Conference - Hobart, 16-17 November 2017

The Organising Committee for the ACSA Tasmania State Conference would like to invite you to attend the 2017 event, to be held at Wrest Point

Tasmania, Hobart on 16 & 17 November 2017. The theme of the conference is “*Aged Services – Big, Bold and Beautiful.*” [Click here for more information.](#)

Tailored to fit: National webinar on DTA tailored training packages  
Thursday 5 October 2017, 2.30pm - 3.15pm (AEDST)  
[Click here for register for the webinar](#)

7th International Carers Conference 4–6 October

The [7th International Carers Conference](#) will be held at the Adelaide Convention Centre and will provide the forum to discuss and debate issues around unpaid family caring, where there will be more people to care for than carers willing and able to take on the role. Hosted by [Carers Australia](#), *Caring into the Future: The New World?* will bring together national and international experts who will give us insights into intelligent, futuristic and inclusive technology, pioneering innovations, the digital health revolution, lived carer experience and leading-edge research.

Anti-Poverty Week 15–21 October

The aims of the week are to strengthen public understanding of the causes and consequences of poverty and hardship around the world and in Australia; and encourage research, discussion and action to address these problems, including action by individuals, communities, organisations and governments. Find out how you can be involved [here](#).

**5<sup>th</sup> National Elder Abuse Conference: ‘Together Making Change’, 19-20 February 2018, Sydney**

Elder abuse affects at least 5% of Australians – that’s more than 175,000

people. It takes many forms including financial, psychological, physical and sexual abuse and neglect, and crosses all socioeconomic and cultural borders. This important social issue needs to be discussed and addressed across Australia. The **'Call For Abstracts'** has just opened, so if you have a project or idea you'd like to share on the topic of Elder Abuse, we encourage you to submit an Abstract (closing date 1 September). [Read more.](#)

EARLY BIRD CLOSSES 22 SEPTEMBER



Unique opportunities with SAGE UK 4-14 April 2018

Offering exclusive insights into the UK's senior living systems and unique networking opportunities, our SAGE tour to the [United Kingdom](#), 4-14 April 2018 will take you to elder care facilities and education institutions in both Scotland and England.

The SAGE Post tour program tour (14-19 April 2018) includes attendance at our partner CommonAge's inaugural Commonwealth Elders' Forum.

With delegates attending from across the Commonwealth and the event aligning with the 2018 Commonwealth Heads Of Government Meeting, it offers excellent opportunities to be at the forefront of ageing in the Commonwealth.



[Click here](#) to find out more and reserve your place.

## [Publications, reports, grants and resources](#)

Department of Health

[Information for Aged Care Providers - Issue 2017/17](#)

[Indexation rates for RAC and HCP and changes to MPIR](#)

[ACFI My Aged Care provider portal changes](#)

[COTA Australia's Increasing Self-management in Home Care Project Survey](#)

DHS: News for Aged Care Providers

[Click here](#) for the latest news from the Department of Human Services

Aged Care Complaints Commissioner

[Annual Report 2016-17](#)

Australian Bureau of Statistics

[2015 Survey of Disability, Ageing and Carers \(SDAC\) - findings](#)

Aged Care Amendments

[Aged Care \(Subsidy, Fees and Payments\) Amendment \(September 2017\)](#)

[Indexation\) Determination 2017](#)

[Aged Care \(Transitional Provisions\) \(Subsidy and Other Measures\)](#)

[Amendment](#)

[Aged Care \(Transitional Provisions\) Amendment \(September 2017\)](#)

[Indexation\) Principles 2017](#)

Tech Connect: Staying Meaningfully Connected in Aged Care  
Explains how to support aged care residents' spiritual wellbeing by connecting them with family and loved ones using technology/social media.

[Click here for more information.](#)

GEN - new aged care data website

[www.gen-agedcaredata.gov.au](http://www.gen-agedcaredata.gov.au)

Modernising Health and Aged Care Payments Services Program

[This information](#) from DoH provides an overview of the Program and work done to date.

The new ACSA eLearning portal is now live

Please [click here](#) to access.

Australasian Journal on Ageing© AJA, Inc.

[Early View](#) (Online Version of Record published before inclusion in an issue)

The Donaldson Sisters Newsletter

[Click here for more information and to subscribe](#)

Community Care Review | Please add us to your safe sender list and set images to always display.

Having trouble reading this email, [click here](#) | [Send this email to a friend](#)

A promotional banner for Nestle docello. On the left is the Nestle docello logo. Next to it is a small image of a docello dessert tub. The main text reads 'Delicious desserts for all occasions' in a white, sans-serif font, with the subtext 'Discover how we can make a difference to your menu' below it. On the right, a white button with a dark border contains the text 'GET YOUR FREE SAMPLE' in a bold, sans-serif font.

**Delicious desserts for all occasions**  
Discover how we can make a difference to your menu

**GET YOUR FREE SAMPLE**

test News



**[Urgent calls to tackle home care wait list](#)**

Providers, sector peaks and academics have expressed concern over the 89,000-long wait list for home care and urged the Federal Government to take further action to address the long-running problem.



**[The Review recommends higher-level package, system navigator](#)**

The independent review of the Living Longer Living Better reforms has handed down a series of recommendations for



**[Federal funding boost for home delivered meals](#)**

The Minister for Aged Care Ken Wyatt has announced an additional \$8 million in funding for 232 meals providers

the home care system designed to change the mix of packages and increase the collection of consumer contributions.



### Government dismisses increasing aged care user-pay options

The Coalition Government has ruled out including the full value of an older person's home in the means test for residential care and abolishing annual and lifetime caps on user contributions from among the recommendations in the aged care reform review.

### ents

through the Commonwealth Home Support Program.

The advertisement for Green Sea Shell Consulting features a teal header with a shell logo and the company name. Below the header, two questions are posed in white text against the teal background. A white arrow points from the questions to a block of text. The bottom of the ad shows a sunset over a field of tall grass. Contact information is provided at the bottom.

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](mailto:info@greenseashell.com.au)

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**Quality Agency  
Education– Courses  
and workshops**

**Jun 1 2017 – Jan  
31 2018 all-day**

We deliver a contemporary and comprehensive education program to support continuous improvement and performance against the Standards that can support you in this current reaccreditation round.



**Health Metrics  
World Conference  
2017**

**Sep 21 – Sep 22  
all-day**

The 2 day conference will bring together a broad range of innovative thinkers and speakers, with the aim of unpacking and abstracting some of the complexity that surrounds the delivery of health and ageing.



**7th International  
Carers Conference  
2017**

**Oct 4 – Oct 6 all-  
day**

7th International Carers Conference, Adelaide Convention Centre, 4-6 October 2017. Early Bird closes 18 August.



**Better Practice  
2017: Re-thinking  
Aged Care –**

**Discover, Connect,  
Create**

**Oct 12 – Oct 13  
all-day**

Register to attend Perth Better Practice – early bird closing soon! Conference for the aged care community – home care, residential aged care, general practice, allied health, researchers, consumers and consumer advocates.



**5th National Elder  
Abuse Conference -**

[LASA National Congress 2017 – Ahead of the Game](#)

**Oct 15 – Oct 18  
all-day**

LASA's National Congress, Ahead of the Game, Age Services - strong, bold, brave will be held on the Gold Coast 15-18 October. 2017.

[Ageing: The Golden Opportunity - 2017 AAG Conference](#)

**Nov 8 @ 8:30 am  
– Nov 10 @ 5:30 pm**

The 2017 AAG Conference "Ageing: The Golden Opportunity" to be held in Perth from 8 to 10 November 2017 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 – Information Technology in Age Care](#)

**Nov 21 – Nov 22  
all-day**

ITAC 2017 - Navigating the Future: 21 & 22 November 2017

['Together Making Change'](#)

**Feb 19 – Feb 20  
all-day**

5th National Elder Abuse Conference, 19-20 February 2018. Elder abuse crosses socio-economic and cultural borders and must be addressed nationally.

Click [here](#) if you are having trouble viewing this message.

**EVENTS  
& TRAINING**

**NDS** National  
Disability  
Services



### Defensible Documentation for Disability Support Staff

**Date:** 26 September 2017

**Location:** Sydney

Learn the leading method to document progress notes professionally and legally.

[Read more](#)



### NDIS Provider Forums

**Date:** 23 October - 9 November 2017

**Location:** Around NSW

NDS in partnership with the NDIA, FACS, ADHC, and the Early Childhood Intervention Australia is holding this important series of NDIS Provider Readiness Forums.

[Read more](#)



**Save the date:**  
[NDIS CEO Meeting 2017](#)



### Understanding Abuse Forums

**Date:** 26 September - 8 November 2017

**Location:** Around NSW

NDS is hosting a series of free Understanding Abuse forums as part of the Zero Tolerance initiative.

[Read more](#)



### Effective Employer Engagement Workshops

**Date:** 24 October 2017

**Location:** Sydney

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

[Read more](#)



**Date:** 4 - 5 December 2017  
**Location:** Hilton, Sydney  
NDS's CEO Meeting provides leaders from the disability sector with analysis of policy and advice on key management issues.  
[Read more](#)

**Sustainable Service Under The NDIS**  
**Date:** Ongoing  
**Location:** National (Online)  
This e-learning module introduces front line staff to the commercial NDIS environment.  
[Read more](#)

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5<sup>th</sup> **National Elder Abuse Conference: ‘Together Making Change’, 19-**

20 February 2018, Sydney

Elder abuse affects at least 5% of Australians – that's more than 175,000 people. It takes many forms including financial, psychological, physical and sexual abuse and neglect, and crosses all socioeconomic and cultural borders. This important social issue needs to be discussed and addressed across Australia. The **'Call For Abstracts'** has just opened, so if you have a project or idea you'd like to share on the topic of Elder Abuse, we encourage you to submit an Abstract (closing date 1 September). [Read more.](#)

EARLY BIRD CLOSSES 22 SEPTEMBER



Unique opportunities with SAGE UK 4-14 April 2018

Offering exclusive insights into the UK's senior living systems and unique networking opportunities, our SAGE tour to the [United Kingdom](#), 4-14 April 2018 will take you to elder care facilities and education institutions in both Scotland and England.

The SAGE Post tour program tour (14-19 April 2018) includes attendance at our partner CommonAge's inaugural Commonwealth Elders' Forum.

With delegates attending from across the Commonwealth and the event aligning with the 2018 Commonwealth Heads Of Government Meeting, it offers excellent opportunities to be at the forefront of ageing in the Commonwealth.



[Click here](#) to find out more and reserve your place.

[Publications, reports, grants and resources](#)

Department of Health

[Information for Aged Care Providers - Issue 2017/17](#)

[Indexation rates for RAC and HCP and changes to MPIR](#)

[ACFI My Aged Care provider portal changes](#)

[COTA Australia's Increasing Self-management in Home Care Project Survey](#)

DHS: News for Aged Care Providers

[Click here](#) for the latest news from the Department of Human Services

Aged Care Complaints Commissioner

[Annual Report 2016-17](#)

Australian Bureau of Statistics

[2015 Survey of Disability, Ageing and Carers \(SDAC\) - findings](#)

Aged Care Amendments

[Aged Care \(Subsidy, Fees and Payments\) Amendment \(September 2017 Indexation\) Determination 2017](#)

[Aged Care \(Transitional Provisions\) \(Subsidy and Other Measures\) Amendment](#)

[Aged Care \(Transitional Provisions\) Amendment \(September 2017 Indexation\) Principles 2017](#)

Tech Connect: Staying Meaningfully Connected in Aged Care  
Explains how to support aged care residents' spiritual wellbeing by connecting them with family and loved ones using technology/social media.

[Click here for more information.](#)

GEN - new aged care data website

[www.gen-agedcaredata.gov.au](http://www.gen-agedcaredata.gov.au)

Modernising Health and Aged Care Payments Services Program

[This information](#) from DoH provides an overview of the Program and work done to date.

The new ACSA eLearning portal is now live

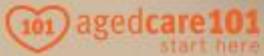
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[Early View](#) (Online Version of Record published before inclusion in an issue)

The Donaldson Sisters News letter

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**From:** National Disability Services [mailto:nds@nds.org.au]

**Sent:** Thursday, September 21, 2017 4:16 PM

**To:** info@nesst <info@nesst.org.au>

**Subject:** NDS events and training update - Western Australia

Click [here](#) if you are having trouble viewing this message.

## EVENTS & TRAINING



### Save the date: NDS CEO Meeting 2017

**Date:** 4 - 5 December 2017

**Location:** Hilton, Sydney  
NDS's highly-regarded annual CEO Meeting will provide leaders from the Australian disability sector with analysis of national policy and advice on key management issues.

[Read more](#)



### Crisis Management - When it all goes pear-shaped

**Date:** 17 October 2017

**Location:** Perth

This session will provide in-depth and thought-provoking discussion of the art of crisis

### High Performance Team Workshop – Innovation that Works (Perth)

**Date:** 9 October 2017

**Location:** Floreat

Hear from experts on successful international high-performance models and from West Australian disability service providers who are trialling their own models.

[Read more](#)



### Costing & Pricing Masterclass

**Date:** 19 October 2017

**Location:** Perth

Join Scott Bywaters FCA, joint creator of the NDS/Curtin

management.

[Read more](#)



### [NDS Leadership Series](#)

**Date:** 23 October 2017 - 21 June 2018

**Location:** Perth

NDS is delighted to offer a leadership program tailored specifically to the needs of the disability sector, aligned with the NDS Career Planner and Capability Framework .

[Read more](#)



### [Effective Employer Engagement Workshops](#)

**Date:** 31 October 2017

**Location:** Perth

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

[Read more](#)

Costing & Pricing Learning Program and Tool, to hear about costing and pricing successes and challenges.

[Read more](#)



### [Why do people behave in challenging ways?](#)

**Date:** 26 October & 21 November 2017

**Location:** Perth

Explore new ways to think about behaviour and implications for disability support workers.

[Read more](#)



### [Thinking and Speaking off the Cuff](#)

**Date:** 6 November 2017

**Location:** Perth

This workshop is designed to help you think and speak on your feet in situations that may arise unexpectedly.

[Read more](#)



### Successful Project Management and Execution

**Date:** 14 November 2017

**Location:** Perth

This course will outline the factors which help make a project successful, with attention to project governance, risk management, resourcing, and more.

[Read more](#)



### Sustainable Service Under The NDIS

**Date:** Ongoing

**Location:** National (Online)

This e-learning module introduces front line staff to the commercial NDIS environment.

[Read more](#)



### Lunch in celebration of International Day of People with Disability

**Date:** 1 December 2017

**Location:** Perth

Join us for this exciting lunch event, shining a spotlight on the achievements of people with disability.

[Read more](#)



### Working with People with Disability

**Date:** Ongoing

**Location:** National (Online)

This e-learning module introduces front line staff to the principle of providing support to people with disability.

[Read more](#)

**REMINDER**  
**ALL WELCOME TO ATTEND THE FREE**

**Good SPACE Workshop  
(flyer attached)**

**Date:** Thursday, 5<sup>th</sup> October '17

**Time:** 10:00 am – 2:00 pm

**Venue:** Ozanam Learning Centre-  
1 Crescent St, Armidale NSW

**Cost:** FREE (registration required)

**RSVP by:** Thursday, 28<sup>th</sup> September '17

**Register at:** <https://www.stickytickets.com.au/58494>



GSW\_flyer\_Armidale  
\_051017.pdf



[Good SPACE Workshop](#)

[www.stickytickets.com.au](http://www.stickytickets.com.au)

10:00 AM Thu 05 Oct at Ozanam Learning Centre, Armidale, Armidale Dumaresq. What is Good SPACE? Good SPACE is a suicide prevention program, that aims to prevent suicide through community education. The program als...

***Workshop is limited to 25 participants –  
Please register for catering purposes  
A LIGHT LUNCH PROVIDED – ALL WELCOME!***

**CARMEL SULLIVAN**

**Good SPACE Senior Project Officer**

**Centre for Rural and Remote Mental Health**

Faculty of Health and Medicine

University of Newcastle

199 Balo Street

Moree NSW 2400

**M:** 0419 707 211

**E:** [carmel.osullivan@newcastle.edu.au](mailto:carmel.osullivan@newcastle.edu.au)

<https://www.facebook.com/crrmh.GoodSPACE/>

Click [here](#) if you are having trouble viewing this message.

**NEWS  
UPDATE**

**NDS** National  
Disability  
Services



### [NDIS Pricing, Funding and Payments](#)

Prices for NDIS supports were the main topic of discussion in a meeting between the NDIA and NDS last week. The most critical issue discussed was the inadequacy of the price for Short Term Accommodation (STA).

[Read more](#)

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September 2017

# QUALITY STANDARD

monthly newsletter



[Message from the CEO](#)



[Education programs](#)



[Consumer Report to cover 'All Aged Care homes'](#)



[New aged care data site 'Invaluable Resource'](#)



[‘Complaints Matter’ - Aged Care Complaints Commissioner](#)



[Choking on food or small objects](#)



[Update on Cost Recovery](#)



[About: Better Practice Award winners](#)



[Better Practice Conference - Perth](#)



In Brief: news, updates, courses, events, guides and programs & more ...[Link here](#)

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**QUALITY  
STANDARD**  
*monthly newsletter*



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**THE VOICE  
OF VOLUNTEERING**



A message from the CEO



Gemma Rygate, CEO, Centre for Volunteering

I've spent the last month travelling around the state, hearing the stories of volunteers from the North coast to southern NSW, inland along the Murray River up to the rolling plains of the New England area and west to Broken Hill.

This year's regional [Volunteer of the Year awards](#) have been inspiring. I've met a young girl who started her own charity a year ago when she was only ten, fixing up abandoned bicycles to give to children who can't afford a bike, I've met people who are still volunteering at almost 100 years of age. Like Glad Dent, who at 99 raises funds to help cancer patients at her local hospital and Meg Stevenson who takes the Powerhouse Museum to people who couldn't otherwise access the gems it has to offer. I've met volunteers who walk the streets helping the homeless and comforting the lonely,

the victims of domestic violence or gambling and alcohol addiction.

So whether volunteers make sandwiches for kids sent to school on an empty stomach or risk their lives in surf rescues or bushfires, whether they mentor young students, visit care homes, run a Red Cross op shop or volunteer at a local community radio station, we know that volunteers give for the sake of giving, and that needs to be rewarded.

I've also been privileged to meet the community that supports our volunteers – their nominators and the organisations who depend on them to do the vital, often life-saving work they do, their local MPs and local mayors and councillors. [Your Local Club](#) has opened their doors to us and supported our commitment to volunteering around the State.

I am looking forward to the next stage – the Corporate and Volunteer Management Awards ceremony in November and the State Awards in December.

To some more good news. Last May the Federal Government announced funding for the [Commonwealth Home Support Program](#) would be extended for up to two years to 30 June 2020. At that time a position had not been agreed regarding the ongoing funding for sector support and development activities (SSD) past 30 June 2018. We can now tell you that SSD funding will be extended to June 2020 in line with other service delivery elements of the CHSP.

Continued funding for these activities will be in line with broader program funding arrangements to be implemented from 1 July 2018, meaning continuity of funding while future aged care reforms are developed. This will also include new terms and conditions to be developed for SSD.

The Centre for Social Impact has an important [survey](#) - the Australian Not-for-Profit (NFP) Workforce Study. It's the largest-ever research study into NFP organisations and their employees and volunteers. It's designed to make work more healthy, meaningful and productive and to share insights between NFPs and their people.

Finally, don't forget the Centre for Volunteering's AGM on 24 October 2017 at 4.30pm-5pm at 40 Gloucester Street, The Rocks. The AGM will be followed by refreshments.

### Collaboration and Volunteering in the Digital Age.



Digital technology and collaboration have made volunteering accessible to more people, provided a greater choice of programs and streamlined administration and management.

The Centre for Volunteering's [September networking event](#) to be held on 28 September, will inspire you to get more

involved in volunteer digital program practices, create new strategies and improve your methods of collaboration. Come join us and hear insights from representatives from the digital program at the oldest library in Australia, the prestigious and iconic State Library of New South Wales as well as UNSW Medicine's online and offline Simulated Patient Volunteer Program.



Next Workshop- Introduction to the National Standards for Volunteer Involvement

The National Standards for Volunteer Involvement are Australia's best practice guidelines for all organisations who use volunteers. If you are not familiar with the National Standards for Volunteer Involvement or are unsure how to integrate the standards into your volunteer management program, this October workshop is a must!

The [workshop](#) is presented by Penny York, who has previously shared her

knowledge and skills with organisations including The Smith Family, Local Government and libraries, SES, Australian Red Cross, ActionAid, Bernie Banton Foundation, The Cancer Council, RSL NSW and NACRO recycling.

#### NGO Benchmarking Model Goes Live



To support capability development in the non-government organisation (NGO) sector, the Social Innovation Council has designed the [NGO Benchmarking model](#). The model went live recently after public consultations earlier in the year.

The NGO Benchmarking model is a self-assessment tool that aims to help NGOs deliver efficient, high quality and innovative programs and services.

Under the model, NGOs can self-assess against core customer-centred service delivery capabilities and access resources and training to support their

continuous improvement. NGOs can complete a voluntary self-assessment starting on 21 August 2017.

[FAQs](#) and [Evidence Guidelines](#) for the benchmarking tool are available from Department of Finance, Services & Innovation.



Premier's Volunteer Recognition Program

The [Premier's Volunteer Recognition Program](#) celebrates volunteering and acknowledges the wishes of volunteers to take part in community life across all ages.

Nominations for the 2017 Premier's Volunteer Recognition Program adult categories are now invited in the following categories.

- Volunteering by any age group with an individual volunteering commitment to a project, cause,

or for a significant period of time for one or more causes.

- People who have recently retired and have commenced or continued volunteering.
- People with more than 25 years of volunteering experience.
- People with more than 40 years of volunteering experience.

Local MPs will present recognition certificates to volunteers of all ages in 2017. Students recognition certificates will be presented at the end of the school year.

[Australian Not-for-Profit Workforce Study](#)

The [Australian Not-for-Profit Workforce Study](#) is led by the Centre for Social Impact to inform not-for-profit (NFP) practice which relies heavily on volunteers. The survey is led by the Centre for Social Impact to help with policy, funding for staff development, well-being, engagement,



careers and productivity. More than ever, the people who care about and advocate for others are under increasing pressure to deliver more. Organisations struggle to attract and retain a skilled, healthy and committed workforce. [Participate](#) in this national opportunity and help shape the agenda. The survey is open until 31 October 2017.



#### [Trends in Donations Research](#)

The [World Giving Index](#) is an annual report published by the Charities Aid Foundation, using data gathered by Gallup. It ranks countries globally according to how charitable they are. The study found Australia has fallen out of the top five most generous countries for the first time – falling three places to sixth, behind Myanmar, Indonesia, Kenya, New Zealand and the USA. In Australia there was a 10 per cent decrease in the proportion of people

donating money.

The good news is that volunteering is increasing, with [the Individual Giving and Volunteering Report](#) and [the Business Giving and Volunteering Report](#) showing nearly 44 per cent of Australians volunteered a total of 932 million hours – an increase of 96 million hours in a decade. The average time volunteered was 134 hours.

Meanwhile, [The 2017 Global Trends in Giving Report](#) is a research project that seeks a better understanding of how donors prefer to give and engage with their favourite causes and charities. Sponsored by the [Public Interest Registry](#) and researched and developed by [Nonprofit Tech for Good](#), the report looks at donor data across six continents to determine how online and mobile technology effects giving. A partner report to the Global Trends in Giving Report, the third edition of the

Global NGO Technology Report will be released on 29 January 2018 in Arabic, English, French, Portuguese, and Spanish. Please Give five minutes of your time to complete the [2017 Global NGO Technology Survey](#).

#### Disability Representation Organisations Grant Opportunity



The Department of Social Services invites applications to deliver general advocacy services under the Disabilities, Mental Health and Carers Program – [Disability Representation Organisations \(DRO\) grants program](#) from 1 January 2018 to 30 June 2020. There are flexible models of funding. A DRO may apply individually, as part of an alliance or as lead of a consortium. DRO grants promote a diversity of disability representation. Applications close: 2pm AEDT 6 October 2017.



## Community Innovation Fund

Settlement Services International (SSI) has established the [Community Innovation Fund](#) to increase the capacity of community leaders, individuals and groups to build a stronger, more vibrant and resilient life together in south-west Sydney. These projects will be designed and led by the community. The fund will look for great ideas from communities to support their aspirations.

In the first round of funding, SSI will invest \$50,000 in projects in south-west Sydney (the Fairfield, Liverpool area). There will also be resources to support applicants, provide planning and project management tools, coaching and access to SSI facilities as required. Applications close September 30.

SafeSpace – Child Safe Training for the Disability Sector



The Office of the Children's Guardian has developed [child safe training](#) specifically for providers of services to children with a disability. The sessions are free for people working or volunteering in child-related organisations in NSW. They will provide you with skills and resources to manage risk better and focus on creating safe environments for children and young people with a disability.

Topics include: creating a child safe culture, situational prevention and effective risk management, recruitment and selection tips, obligations under the Working With Children Check and complaints management techniques. SAFESpace training for the disability sector is underway and will be available until 20 December 2017. The workshops are free but registration is essential. There are also new [Principles for Child-Safe Organisations](#) available from the Office of the Children's Guardian.

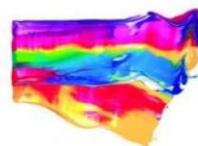


### Carers Investment Program – EOI

The Department of Family and Community Services (FACS) is providing \$5.6m over three years for projects to improve the well-being of carers. FACS will fund projects that best align with the five focus areas identified in the NSW Carers' Strategy and will consider Expressions of Interest from a wide range of organisations.

The [Carers' Investment Program](#) is the former Carers' Grant, redesigned to take into account changes in policy and services to allow carers to get the best value from this resource. Apply by 2pm, 29 September 2017.

## Premier's Fund For Social Cohesion



**MULTICULTURAL  
NSW**

The [Premier's Fund for Social Cohesion](#) is a small grants program that supports community-led events and activities that bring people from diverse cultural backgrounds together to discuss and celebrate diversity. It aims to build on the strengths of our multicultural society and develop stronger social cohesion and community resilience, particularly among young people (aged 12-25). It also aims to inspire young people to stand up against the divisive forces of fear, hate and violence. The next round of grants (up to \$20,000) is now open. Applications close 2pm 9 October, 2017.



Information, Linkages and Capacity  
Building Grants

The National Disability Insurance Agency has opened applications for [ILC National Readiness Grants](#) (Round 2) in Activity Area One – Information,

linkages and referrals. The grants are to make sure people with a disability are connected into their communities and that our community becomes more accessible to them. Up to \$30.08 million in funding is available over 2017-18 and 2018-19 for this round. Organisations can apply for grants of up to two years. Applications close 2pm Friday 29 September 2017.

#### Australian Tax Office Not-for-profit Research

To improve communication with not-for-profit (NFP) organisations, the Australian Tax Office (ATO) researched the NFP sector's characteristics, behaviours and needs. The [research](#) was conducted between November 2016 and May 2017.

A range of participants from different demographics and backgrounds participated in the research on behalf of their organisation (those who deal with taxation on behalf of their organisation).



**Australian Government**  
**Australian Taxation Office**

The research found most employees or volunteers who are at least partially responsible for managing the tax affairs of their NFP organisation are characterised by:

- Longstanding employees / volunteers – have managed the tax affairs for their organisation for more than five years, resulting in higher levels of confidence.
- No formal qualifications – most have no formal accounting, finance or legal qualifications, but are university educated.
- Aged 50 years or above and as a result are often conscious of the importance of finding a successor for their role.



New e-Learning for Professionals on Mental Health and Intellectual Disability

Three new [modules](#) are now available free-of-charge on the University of New South Wales' Department of

Developmental Disability Neuropsychiatry e-Learning site. This site is an interactive education resource for everyone with an interest in the mental health of people with an intellectual disability. The site is divided into specific sections to cater for health professionals, disability professionals, consumers, and families/carers.

Transport NSW Disability Inclusion Action Plan  
Discussion Paper



People with a disability can face barriers to transport services. The [Disability Inclusion Action Plan](#) is a five year plan for reducing and eliminating those barriers and ensuring everyone in NSW can participate fully in our community. The Disability Inclusion Action Plan covers all aspects including journey planning, staff training, customer services, the interaction between modes of transport and the physical environment. Transport for NSW invites feedback on the Disability Inclusion

Action Plan. Submissions close 30

September 2017.



### Agreement to Look at Fundraising Reform

A coalition of more than 180 organisations has urged governments to reform fundraising regulations. [Community Council for Australia](#) and [Justice Connect](#) led the charge for change as part of the national #fixfundraising campaign. These organisations promote the use of Australian Consumer Law to provide a nationally-consistent set of laws that can be used to support ethical fundraising. In response to this campaign, consumer affairs ministers have agreed to review the regulations.

They also agreed to “assess the effectiveness of the proposed guidance on not-for-profit fundraising, further regulatory actions and whether any amendment to the ACL is necessary” during 2018-19.

Read more [here](#).

Team Up is an alliance of disability support organisations dedicated to promoting peer groups for people with a disability.

Team Up celebrated its launch recently with the announcement of a series of grants to empower and expand peer groups. Grants of up to \$10,000 are available to help people set up new groups, expand existing ones or connect a peer group to the wider community through a project or campaign.

[Applications](#) close 14 October 2017.

**AUSTRALIAN  
INSTITUTE  
of COMPANY  
DIRECTORS**

NFP Governance & Performance Study Annual Findings

The Australian Institute of Company Directors released their [annual report](#) into not-for-profit (NFP) organisations recently.

The study explored issues of organisational culture, along with risk and reputation. The annual NFP Governance & Performance Study provides a snapshot of how the sector is faring, as well as

lessons for NFP leaders, governments and funders in how to strengthen Australia's vital NFP sector.

Greater Sydney Local Land Service Aboriginal Grants Program



The Greater Sydney Local Land Services Aboriginal Grants program for 2017–18 is now open. Grants of up to \$30,000 are available to Aboriginal Community Groups, organisations and individuals operating or living in the Greater Sydney Region. This funding is provided through the Australian government's National Landcare Program and the NSW government's Catchment Action programme. [Applications](#) close 29 September 2017.



Private Sector Support for the Performing Arts Grows to Record Levels



AUSTRALIAN  
MAJOR PERFORMING  
ARTS GROUP

The 2017 Australian Major Performing Arts Group [report](#), tracking changes in corporate sponsorship and donations was prepared in partnership with Creative

Partnerships Australia. Revenue from donations, corporate sponsorship and fundraising events in Australia's major performing arts sector grew by 15.2 per cent in 2016, increasing by \$12.6 million to a total of \$95.7 million.

#### NSW Health Community Transitional Aged Care Programme

Tenders are open to identify a suitably qualified service organisation which is committed to work within a Traditional Aged Care Program (TACP) integrated care model program in partnership with Western NSW Local Health District. TACP is a joint Australian government and NSW Ministry of Health program. It provides a mix of facility and community-based care, focusing on rehabilitation to improve the transition from hospital to home for older people. [Applications](#) close 2pm, 3 October 2017.



#### National Panel of Assessors is Now Open

The Australian Government invites membership to the Disability Employment



Services (DES) National Panel of Assessors through an open process. DES is the Australian Government's specialised employment service for people whose disability, injury or health condition is assessed as the main obstacle to gaining employment. [Applications](#) close: 2pm, 24 October 2017.



### Social Procurement Challenge

The Social Procurement Challenge supports organisations and individuals to answer the question: “How can social enterprises in Australia be made more capable and able to achieve higher impact?” This challenge, in partnership with the [English Family Foundation](#), is about finding a new way to answer this question. Applicants can submit ideas and high level business plans that try to find the answer to this important question. If selected, you'll receive a \$25,000 contribution and helpful support towards executing your plan. [Applications](#) close 3 November 2017

The Arts Projects program funds a range of activities that deliver benefits to the arts sector and wider public, including national and international audiences.

Organisations undertaking arts programs and projects or providing services to artists are welcome to apply. Grants are available from \$10,000 to \$100,000. [Applications](#) close 3 October 2017

## Investing for Good.

### I4G (Investing For Good) Pitch Event Grants

The I4G (Investing For Good) Pitch event will provide two social service organisations with a \$50,000 grant as well as bespoke impact investment-readiness capacity building support. This will help them develop a business idea and explore financial sustainability and social investment in their organisation.

The I4G Pitch event will take place on 8 November 2017, showcasing six outstanding social service organisations, from across NSW, where there is scope to develop a sustainable business idea,

attract social investment and scale impact.

Applications close 29 September 2017.

#### Before and After School Care Grants

The NSW Government's \$20 million Before and After School Care Fund helps

deliver up to 45,000 additional out of school hours care (OSHC) places. NSW schools, not-for-profit OSHC service providers and councils may apply for grants of up to \$30,000 under the fund.

The one-off grant of up to \$30,000 can be used for site modification and fit-out costs, project management (including tendering or regulatory costs), or to pay for necessary equipment to support new or expanded services.



#### Double Defaulter Charities Revoked

The Australian Charities and Not-for-Profits Commission (ACNC) has revoked the registration of almost 90 charities for failing to submit their Annual Information Statements for two years. These charities

are referred to as “double defaulters”. The ACNC attempted to reach these charities multiple times to remind them of their obligations. These organisations will now lose access to Commonwealth tax concessions. Of the 190 charities warned in late August, more than half submitted their outstanding Annual Information Statement. This group will maintain their registration with the ACNC.

#### Well-Run Not-For-Profits?

Good Foundations, in conjunction with Price Waterhouse Coopers surveyed the not-for-profit sector to establish what constitutes a well-run NFP. Three hundred and sixty people from the not-for-profit sector, the majority in leadership roles, responded to the [survey](#).



#### More high-need Home Care Packages and My Aged Care Revamp

The Australian Government has announced major [initiatives](#) in home care services and improved access to the My Aged Care system, as it releases the

report of the Legislated Review of Aged Care 2017. An additional 6000 home care packages will be made available to support more older Australians with higher care needs to remain living in the comfort of their own homes. At the same time, support for aged care consumers will be streamlined through a \$20 million investment in the My Aged Care information system, to improve public access, especially for rural, regional and remote clients.

#### [Investing in Environmental Activities](#) [Discussion Paper](#)



Recent changes to s106 of the Water Act 2007 have increased the flexibility for the Commonwealth Environmental Water Holder (CEWH) to sell water allocations if the proceeds are used for water acquisitions or environmental activities. Under the legislation, the CEWH can only invest in activities that will improve environmental outcomes, and are undertaken for the purpose of protecting and restoring environmental assets in the

Murray-Darling Basin.

The CEWH has released a [Discussion Paper](#) - Development of a Framework for Investing in Environmental Activities) and is seeking feedback on the kind of environmental activities the community would like to be considered when developing a framework for future investments.

Applications close 30 November 2017.



[ParentsNext National Expansion Discussion Paper](#)

ParentsNext is a pre-employment program which connects parents of young children to services in their local community to help them plan and prepare for employment by the time their youngest child reaches school age. The program aims to reduce welfare dependency and child poverty and to increase female employment participation.

The Department of Employment has released a [Discussion Paper](#) on the national expansion of ParentsNext and is seeking written submissions on the content and

guiding questions on the paper. The Department will hold consultation sessions between late September and early October 2017, including two webinars. Submissions close 5pm, 5 October 2017.

#### Disability Sector Scale-up – Business Acceleration Grants Programme

The Department of Industry invites proposals from organisations through the [Business Acceleration Grants programme](#).

The Disability Sector Scale-Up – Business Acceleration Grants program will help businesses make the most of the economic growth opportunities available from the National Disability Insurance Scheme (NDIS).

The grants program further assists organisations' delivery of the NDIS in NSW in rural and remote areas to people from culturally and linguistically diverse backgrounds and to people requiring psycho-social support. Applications close 2pm, 30 October 2017.





### Festivals Australia Funding

Applications are now open for the latest funding round of the [Festivals Australia program](#). Festivals Australia funds high-quality arts and cultural heritage projects that invite community participation and audience engagement. Projects can include but are not limited to a parade, performance, workshop, installation or exhibition. The aim is to give community members living in regional or remote Australia the chance to participate in or attend an arts experience at a festival, or a significant one-off community celebration. Applications close 20 October 2017.

### Sustainable Regions Grants

The NAB Foundation is offering [Sustainable Regions Grants](#) to applicants from social enterprises, for-profit social businesses with a charitable purpose and not-for-profits. The grants span over three years and range from \$100,000 to \$1 million.



The Sustainable Regions Grants support the development of regional approaches to strengthen co-ordination and collaboration between environmental groups, business, landholders and government. It involves the community in practical on-ground action to improve the environment and implement regional solutions to environmental challenges.

Applications close 5pm, Friday 27 October 2017.



**Health**

Alcohol and Other Drugs Early Intervention Innovation Fund

The Alcohol and Other Drugs (AOD) Early Intervention Innovation Fund is part of the NSW Drug Package and offers a total of \$8 million over four years. The [Non-Government Organisation \(NGO\) Evaluation Grants Scheme](#) focuses on building the capacity of NGOs to generate high quality evaluations which are directly relevant to clinical, health service and population health practice and enhance research capacity. Grants are for \$30,000 to \$150,000 over two years.

### The AOD Innovation Grants

Scheme's purpose is to harness the innovation and evaluation capacity within the AOD sector to improve the health system, patient outcomes, population health and well being, to drive early intervention innovation and to focus on young people who are vulnerable to using drugs or are already participating in risky drug use. Grants of \$50,000 to \$1 million over two years are available. Expressions of interest close 27 October 2017.

### Supporting People with Cancer Grant Initiative

Cancer Australia invites applications for funding under the Supporting People with Cancer Grant Initiative. The initiative reduces the burden of cancer through the provision of grants to community organisations and encourages effective partnerships between organisations in order to improve co-ordination, accessibility and development of quality cancer support networks to better support people affected by cancer. Grants of up to \$120,000 over a three-year period from 2018 are available.



Applications close 2pm 16 November  
2017.



#### Local Sport Grant Programme

Applications are open for the [Local Sport Grant Program](#) funded by the Office of Sport. This programme increases regular and on-going participation opportunities in sport and active recreation. Grants are available to support four project types: Sport Development, Community Sport Events, Sport Access, and Facility Development.

Funding is available for projects throughout NSW. \$50,000 has been allocated for successful projects within each NSW electorate. Applicants must identify the electorate where the project will occur. Applications close: 6 October 2017

#### Creativity Australia With One Voice Start Up Fund

Creativity Australia is offering \$10,000 grants and a 12-month intensive mentoring program to community groups,



not-for-profit organisations and businesses to help them establish a With One Voice choir to help tackle loneliness and isolation.

The [With One Voice movement](#) empowers people and creates supportive communities that are better placed to solve society's big challenges including cross-cultural integration, unemployment, mental illness, productivity, skill shortages, loneliness and isolation, family fragmentation, homelessness and more. Applications close: 4 November 2017.



#### Retirement Village Inquiry

Residents, members of the community and operators are invited to [provide feedback](#) on issues in the retirement village sector. Politician and social advocate Kathryn Greiner AO will lead the Retirement Village inquiry to review the fairness and transparency of business practices of retirement villages in NSW. Submissions close: 31 October, 2017.

## Inquiry Finds NSW Disabled Children Mistreated in Schools

The cross-party standing committee recently released its [report](#) into the mistreatment of students with a disability or special needs in NSW. The committee found that much of the evidence received by this inquiry highlighted a stark contrast between the principles of inclusion promoted in our education system and the reality experienced by these children and their families. The committee was particularly disturbed by reports of serious ill-treatment and abuse of students with disabilities.

It presented a suite of recommendations which hope to address the challenges of the current system. These include recommendations actively promoting the presumption of inclusive education across NSW schools and providing for greater accountability from those responsible for the education of students with disabilities and special needs.



## Professional Development Opportunities



**September 28:** [Networking Event: Collaboration and Volunteering in the Digital Age](#)

**October 11:** [Introduction to the National Standards for Volunteer Involvement](#)

**October 18:** [Certificat IV in Coordination of Volunteer Program](#)

**October 26:** [Why Businesses Should Stop Giving Money to Charity – Seminar](#)

**November 14:** [Implementing the National Standards for Volunteer Involvement](#)

**November 21:** [Courageous Conversations. How to Have a Difficult Chat.](#)

For more events throughout the year - check out our [Professional Development Calendar](#)

Don't forget to follow The Centre on social media



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Issue No. 34 | 28 September 2017

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# ACSA Weekly



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



## Carnell/Paterson review to put spotlight back on quality

Any day now we expect the Carnell/Paterson review on aged care quality regulation to be released – a development bound to attract a fresh round of media interest on quality issues.

The reviewers had their initial reporting timeframe extended and are now due to report by tomorrow, 29 September.

ACSA have been actively lobbying for members throughout the review through submissions and regular meetings. We'll wait and see what the report brings but, as always, we'll be carefully considering our public, and private, response on behalf of members.

Our work with government post the Tune Review continues, as does our communication with State Ministers regarding retirement villages and regulatory gaps. We are also following-up with Government on

what they are going to do about the Workforce Taskforce after flagging the initiative in the Tune Review – and impressing upon them our need to achieve practical on-the-ground outcomes.

I look forward to sharing more on these developments over coming weeks.

Pat Sparrow  
CEO, ACSA

### Stewart Brown response to recent Fairfax media coverage

Members will no doubt have seen the recent media coverage on aged care across the various Fairfax publications over the last week. ACSA submitted an editorial piece in response, which was published on Tuesday (a link to this can be found in the [ACSA in the Media](#) section).

[Stewart Brown](#) have kindly permitted us to provide members with a copy of their response to Fairfax, in which they outline a number of concerns.

[Click here to download a copy of the Stewart Brown response.](#)

### Retirement Villages Fact Sheets

Research consistently shows that retirement village residents enjoy high levels of satisfaction in living, social and financial

arrangements, however recent individual cases that have been highlighted in the public arena have created pressure to improve transparency and standards across the industry.

Stories and information in the public arena have sometimes created confusion and misunderstanding, sometimes for example confusing retirement villages with aged care including defining them as one and the same.

ACSA has developed tools for educating community, stakeholders, politicians and advisers. We need to ensure we are starting from a factual base in terms of how the current system operates, what processes and safeguards are already in place, and who is responsible.

Pat Sparrow, CEO of ACSA used these Fact Sheets as a resource as part of her recent discussions with The Hon Michael McCormack MP, Minister for Consumer Affairs and Executive Directors will use these in future and ongoing discussions with State Consumer Affairs ministers.

Retirement Villages Fact Sheets are available [on the ACSA website](#).

[Victorian Government response to the Retirement Housing sector inquiry](#)

On 7 September 2017, the Victorian Government tabled in Parliament its [response report](#) to the Legal and Social Issues

Committee's [Inquiry into to the Retirement Housing sector](#). The Committee conducted a 12-month extensive research and consultation process which included 766 submissions and hearing from 90 witnesses. The inquiry report delivered 15 recommendations.

Although the Government response is only at the stage of being tabled in Parliament, the response report in summary committed to:

- Review the Retirement Villages Act 1986
- Examine village accreditation options and consider the implications

It acknowledges that some recommendations are currently being addressed or were addressed in earlier reviews:

- Concise and clear contracts
- Standard documents – enhanced disclosure statement and retirement villages factsheets requirements
- 'Aged care rule' - Operators to fund aged care daily accommodation payments from exit amounts where a departing resident enters aged care.
- Dispute resolution – reviews are underway and consumer assistance programs are funded
- Unit holders compared to owners' corporation voting rights are being reviewed.

There were a few recommendations which were not put forward or not supported:

- Retirement Villages Ombudsman
- Retirement Housing Zones
- Local government differential rating

It commits to working with other bodies:

- Legal and general practitioners' professional accreditation and training
- Accredited and non-accredited courses for village managers
- Design villages with ageing in place in mind

A full summary and analysis can be found on the [ACSA website](#).

### **ACSA Report - Australian Chamber of Commerce and Industry Forum**

On Friday 25<sup>th</sup> September, ACSA Manager – Employee Relations, Anna-Maria Wade, attended the Australian Chamber of Commerce and Industry forum in Sydney.

The forum provided great food for thought, particularly in the context of work and workers in the aged and community care industry and how ACSA can best support its members in an ever-evolving world of work.

[Click here to download ACSA's summary of the event](#)

### **COTA Australia - *Increasing Self-management in Home Care Project Survey***

COTA Australia was recently successful in gaining funding in the Department of Health's [Dementia and Aged Care Services \(DACs\) Fund](#) to complete a two year research project and trial on Increasing Self-management in Home Care. To assist with this Project, COTA Australia invites aged care staff and approved providers that already provide home care package services to participate in a [survey](#). Sector peaks and affiliated organisations and their staff are also invited to complete the survey.

The key outcomes of this [survey](#) will establish:

- What is known about self-management (self-direction) of home care packages
- Interest in offering self-management options with increasing levels of choice and control
- The information or support needed by providers offer and support self-management
- The information or support needed by consumers and carers to successfully self-manage

Consultations to discuss these topics in more depth will also be held with providers and staff, and consumers and carers, in Melbourne, Sydney, Hobart and Adelaide each week from October 18<sup>th</sup>. Survey participants can express interest in attending a consultation by completing the survey or by calling P: 1300 899 288.

Your feedback will support the development of a Self-Management Kit for providers and their staff, and for consumers and

carers, which will lead to a Self-Managed Home Care Package trial in 2018.

### Reminder: How and where to contact us

As you would be well aware, the past 12 months have been a busy time at ACSA, as we have been finalising our transition to a truly national organisation.

In doing so, we have changed the way we work. Members now have direct access to ACSA staff located right across the country. This means an expanded knowledge base for members to draw upon and more resources at our disposal to assist you.

We now have teams in a number of different service areas, including:

- Media and Communications (led by Executive Director Melissa Centofanti)
- Policy, Strategy and Member Advice (led by Executive Director Darren Mathewson)
- Membership and Corporate Partnerships (led by Executive Director Trevor Lovelle); and
- Education, Events and Member Services (led by Executive Director Jonathan Marin).

Members from anywhere in the country can contact our Member Advice number or email address to get the advice or information they need from ACSA. Our team has policy expertise across all

areas (including residential care, home care, CHSP, retirement living, Rural & Remote, workforce, IR and more).

Phone: 1300 877 855

Email: [memberadvice@acsa.asn.au](mailto:memberadvice@acsa.asn.au)

If you have a more generic query, you can also contact [communications@acsa.asn.au](mailto:communications@acsa.asn.au) and your email will be forwarded to the appropriate area. If you want to get in touch with someone in particular, all staff emails are also on our website.

### Do you have a positive story to share?

The team at ACSA knows our members provide innovative and quality services to those they care for and we want to share these stories.

If you'd like to share a good news story about your organisation in ACSA Weekly or eAgendas, please send it to

[communications@acsa.asn.au](mailto:communications@acsa.asn.au).



We want to **reach as many of our members** as possible, with important industry information and updates.

If you'd like your colleagues, employees or Board Members to receive *ASCA Weekly*, please encourage them to email us and we will add them to the *ASCA Weekly* distribution list.

You may also like to circulate our sign-up sheet at your next staff meeting, then simply email it back.

email [communications@acsa.asn.au](mailto:communications@acsa.asn.au)

[download](#) sign-up sheet

## ACSA in the Media

- The Age/Sydney Morning Herald/Fairfax - [The care we expect in old age will depend on how much we want to pay](#)
- The Age/Sydney Morning Herald/Fairfax - [Is this how it ends: How we can make aged care better](#)
- The Age/Sydney Morning Herald/Fairfax - [Jyl's journey into aged care: 'I feel like a part of me is lost'](#)
- The Age/Sydney Morning Herald/Fairfax - [Dawn's final days reveal aged care horror](#)
- Australian Ageing Agenda - [Tune Review recommends higher-level package, system navigator](#)
- Australian Ageing Agenda - [Urgent calls to tackle home care wait list](#)
- Australian Ageing Agenda - [Sector warns against cherry-picking of reform measures](#)
- Australian Ageing Agenda - [Providers urged to support residents appropriately for marriage survey](#)

Please [click here](#) for all recent ACSA media releases.

What's happening in your backyard?

[NSW/ACT](#)

[QLD](#)

[SA/NT](#)

[TAS](#)

[VIC](#)

[WA](#)



## Upcoming Events

COTA & ACSA present the Next Phase of Aged Care Reform conference – 1-2 November

The Next Phase of Aged Care conference is an opportunity to engage with senior policy leaders, peak bodies, experts and progressive organisations on the implications of reform to date and reform to come. Join expert voices including Minister Ken Wyatt, Shadow Minister Julie Collins, David Tune AO PSM, Kate Carnell AO, Professor Ron Paterson ONZM & senior representatives from the Department of Health as they unpack the Legislated Aged Care Review, the Review of National Aged Care Quality Regulatory Processes and discuss the next steps for aged care providers. Download the 2 day program [here](#). Contact Sam Sutcliffe on 02 9239 5766 or [sam.sutcliffe@criterionconferences.com](mailto:sam.sutcliffe@criterionconferences.com) to take advantage of a special \$200 off discount for all ACSA members.

2017 ACSA Tasmania State Conference - Hobart, 16-17  
November 2017

The Organising Committee for the ACSA Tasmania State Conference would like to invite you to attend the 2017 event, to be held at Wrest Point Tasmania, Hobart on 16 & 17 November 2017. The theme of the conference is “*Aged Services – **Big, Bold and Beautiful.***” [Click here for more information.](#)

Tailored to fit: National webinar on DTA tailored training packages

Thursday 5 October 2017, 2.30pm - 3.15pm (AEDST)

[Click here for register for the webinar](#)

### 7th International Carers Conference 4–6 October

The [7th International Carers Conference](#) will be held at the Adelaide Convention Centre and will provide the forum to discuss and debate issues around unpaid family caring, where there will be more people to care for than carers willing and able to take on the role. Hosted by [Carers Australia](#), Caring into the Future: The New World? will bring together national and international experts who will give us insights into intelligent, futuristic and inclusive technology, pioneering innovations, the digital health revolution, lived carer experience and leading-edge research.

### Anti-Poverty Week 15–21 October

The aims of the week are to strengthen public understanding of the causes and consequences of poverty and hardship around the world and in Australia; and encourage research, discussion and action to address these problems, including action by individuals, communities, organisations and governments. Find out how you can be involved [here](#).

### 5<sup>th</sup> National Elder Abuse Conference: 'Together Making Change', 19-20 February 2018, Sydney

Elder abuse affects at least 5% of Australians – that's more than 175,000 people. It takes many forms including financial, psychological, physical and sexual abuse and neglect, and crosses all socioeconomic and cultural borders. This important social issue needs to be discussed and addressed across Australia. The '**Call For Abstracts**' has just opened, so if you have a project or idea

you'd like to share on the topic of Elder Abuse, we encourage you to submit an Abstract (closing date 1 September). [Read more.](#)



Unique opportunities with SAGE UK 4-14 April 2018

Offering exclusive insights into the UK's senior living systems and unique networking opportunities, our SAGE tour to the [United Kingdom](#), 4-14 April 2018 will take you to elder care facilities and education institutions in both Scotland and England.

The SAGE Post tour program tour (14-19 April 2018) includes attendance at our partner CommonAge's inaugural Commonwealth Elders' Forum. With delegates attending from across the Commonwealth and the event aligning with the 2018 Commonwealth Heads Of Government Meeting, it offers excellent opportunities to be at the forefront of ageing in the Commonwealth.



[Click here](#) to find out more and reserve your place.

## [Publications, reports, grants and resources](#)

DHS/Health/DVA Aged Care Peaks teleconference

[ACSA's notes and key points](#)

Australian Aged Care Quality Agency

[September Newsletter](#)

Department of Health

[Indexation rates for RAC and HCP and changes to MPIR](#)

[ACFI My Aged Care provider portal changes](#)

[COTA Australia's Increasing Self-management in Home Care](#)

[Project Survey](#)

Department of Veterans' Affairs

[DVA Provider News](#)

DHS: News for Aged Care Providers

[Click here](#) for the latest news from the Department of Human Services

Aged Care Complaints Commissioner

[Rae's reflection - Because we care](#)

[Annual Report 2016-17](#)

Aged Care Amendments

[Aged Care \(Subsidy, Fees and Payments\) Amendment \(September 2017 Indexation\) Determination 2017](#)

[Aged Care \(Transitional Provisions\) \(Subsidy and Other Measures\)](#)

[Amendment](#)

[Aged Care \(Transitional Provisions\) Amendment \(September 2017 Indexation\) Principles 2017](#)

GEN - new aged care data website

[www.gen-agedcaredata.gov.au](http://www.gen-agedcaredata.gov.au)

The new ACSA eLearning portal is now live

Please [click here](#) to access.

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[Early View](#) (Online Version of Record published before inclusion in an issue)

The Donaldson Sisters Newsletter

[Click here for more information and to subscribe](#)

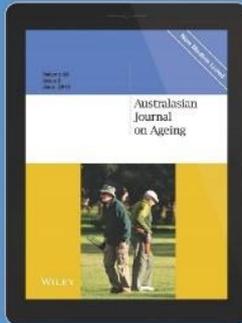


The banner features a photograph of an elderly woman in a purple floral dress sitting in a wheelchair, being assisted by a man in a dark polo shirt. To the right, a white circular graphic contains the ACSA logo and text. The ACSA logo consists of a green gear-like icon with the letters 'ACSA' in a bold, sans-serif font, with 'NATIONAL PARTNER' written below it. The text in the graphic reads: 'agedcare101 is a resource for your customers', 'Alert your staff and clients about agedcare101 and how it will help them with enquiries', 'Download', 'ACSA approved flyer' (in a red-bordered box), and 'to give to your customers'.

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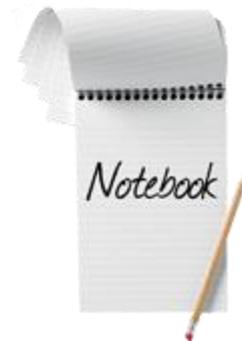
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Australia's magazine on home and community-based care and support

**The latest in resources, education and events  
in the community care sector.**



*Is your client  
at nutritional risk?*



Nestlé  
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Science



**[Short e-learning course on caring for LGBTI people with dementia](#)**

A new online course has been launched to help health and aged care workers deliver inclusive care and services for lesbian, gay, bisexual, transgender and intersex people with dementia.



### [Study looking at how to encourage uptake of support services](#)

Griffith University researchers are investigating how to improve the wellbeing of people with early-stage dementia and their carers and the take up of community services that can help them.



### [Positive ageing research centre launched](#)

Developing industry-focused research and training is a leading objective of the newly established Centre of Positive Ageing and Wellbeing at Torrens University.



### [Improving the mental health of people with intellectual disability](#)

A set of resources is available for mental health professionals on delivering services to people with an intellectual disability.



### **Alzheimer's Queensland offer friendly, supportive aged care services**

## Events

Presented by Australian Ageing  
Agenda Advertisers



[Quality Agency  
Education – Courses  
and workshops](#)  
**Jun 1 2017 – Jan  
31 2018 all-day**

We deliver a contemporary and comprehensive education program to support continuous improvement and performance against the Standards that can support you in this current reaccreditation round.



[7th International  
Carers Conference  
2017](#)  
**Oct 4 – Oct 6 all-  
day**

7th International Carers Conference, Adelaide Convention Centre, 4-6 October 2017. Early Bird closes 18 August.



[Better Practice  
2017: Re-thinking  
Aged Care –  
Discover, Connect,  
Create](#)  
**Oct 12 – Oct 13  
all-day**

Register to attend Perth Better Practice – early bird closing soon! Conference for the aged care community – home care, residential aged care, general practice, allied health, researchers, consumers and consumer advocates.



[LASA National  
Congress 2017 –  
Ahead of the Game](#)  
**Oct 15 – Oct 18  
all-day**

LASA's National Congress, Ahead of the Game, Age Services - strong, bold, brave will be held on the Gold Coast 15-18 October. 2017.



[Ageing: The Golden Opportunity - 2017 AAG Conference](#)  
**Nov 8 @ 8:30 am  
– Nov 10 @ 5:30 pm**

The 2017 AAG Conference "Ageing: The Golden Opportunity" to be held in Perth from 8 to 10 November 2017 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 – Information Technology in Age Care](#)  
**Nov 21 – Nov 22 all-day**

ITAC 2017 -  
Navigating the Future: 21 & 22 November 2017



[5th National Elder Abuse Conference - 'Together Making Change'](#)  
**Feb 19 – Feb 20 all-day**

5th National Elder Abuse Conference, 19-20 February 2018. Elder abuse crosses socio-economic and cultural borders and must be addressed nationally.

sometimes you  
just want more



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to switch?

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## NEWS UPDATE

**NDS** National  
Disability  
Services



### [Third round of Disability Enterprises NDIS Transition grants opens](#)

The Australian Government invites Disability Enterprises to apply for the NDIS Transition Consultations Grant Round 3.

[Read more](#)

## K-12 INCLUSION PROJECT

### [NDS launches K-12 Inclusion Project for young people](#)

The K-12 Inclusion Project is focused on shining the light on innovative ways people are addressing the barriers to inclusion for young people with disability.

[Read more](#)

NDS President  
awarded prestigious  
**Asia Pacific  
Autism Award**



**NDS President awarded prestigious Asia Pacific Autism Award**

NDS President, Chair and CEO of the Autism Association of Western Australia, Joan McKenna Kerr, was awarded for her lifetime of service to people with Autism.

**[Read more](#)**



**NSW reaches over 60,000 participants eligible for NDIS**

The NDIS welcomed its 100,000th participant in August, with over half of these participants in NSW. Our statewide Provider Forums will support providers to manage the pace of this transition.

**[Read more](#)**