



NESST (New England Sector Support Team) Newsflash

Dear All,

In this edition of the NESST Newsflash we have the following highlights for your attention:

NDS - <https://www.nds.org.au/>

ACSA Members Update - <https://mailchi.mp/3e8d04e1f2c8/employee-relations-updatefair-work-commission-annual-wage-review-256477?e=a65c75a493>

Community Grants Hub – <https://www.communitygrants.gov.au/>

Aged and Community Services Weekly Issue no.77 | 09 August 2018 -

<https://mailchi.mp/5ea9df13913d/acsa-weekly-28june-256481?e=a65c75a493>

New England Sector Support Team



Phone: 02 6772 3590

National Disability Services News Update 2.08.2018

Register now for the Sydney Make it Work forums

NDS is partnering with Every Australian Counts to roll out Make it Work forums across Australia to re-engage with our local MPs and seek their support on addressing issues with the implementation of the NDIS.

Register now for the first two forums in Western Sydney!

9 August 2018 – Western Sydney

Venue: Endeavour Foundation, Seven Hills

Time: 1:00pm – 3:00pm

10 August 2018 – South Western Sydney

Venue: The Junction Works, Austral

Time: 12:00pm – 2:00pm

We need NDS members to get behind these events by attending, encouraging service users and families to attend and spreading the message. The forums are an ideal opportunity to re-engage with our local MPs and re-unify the disability community under the banner of Every Australian Counts ahead of the next Federal election.

Visit our website to download flyers and posters to promote your local event.

The forums will be delivered in a Q&A style format, with a panel representing a local disability service provider, a local person with disability and a carer. There will also be an opportunity to take questions from the floor. NDS and Every Australian Counts will be listening for the 'top five issues' from each event to take to Canberra.

Every Australian Counts has invited local MPs to attend to hear the issues the disability community is having with the implementation of the NDIS at a local level. Please encourage your local MP to attend if you have an opportunity, and share the details with your personal networks.

The full details for other forums across Australia will be made available in coming weeks.

Contact information:

Katherine Delbridge, Director of Communications - 02 9256 3168 or katherine.delbridge@nds.org.au

Department of Health provider newsletter

Issue 2018/13

In this issue

- 2018-19 Aged Care Approvals Round closes soon
- My Health Record – take control of your health information
- My Aged Care fridge magnets now available
- Free health information and advice from healthdirect

To view this issue follow the link: <https://mailchi.mp/agedcareupdates/provider-newsletter-acar-closing-soon-my-health-record-and-more?e=6d499a4b64>

Love Bites Respectful Relationships Program

Love Bites is a Respectful Relationships Education Program for adolescents. It consists of two interactive workshops: one on Relationship Violence and one on Sex and Relationships followed by creative workshops and community campaigns. Love Bites is a flexible model with options to use a full day or multi session delivery approach. The program emphasises the importance of a whole of school commitment to respectful relationship education.

For more information, please contact Nancy Zhang: nancy.zhang@napcan.org.au or 02 8073 3300

To register follow the link:

<https://napcan.ismartsoftware.net/iRegister/Courses/ViewCourse?courseId=24>

Ozanam Learning Centre August Program Time-table

St Vincent DePaul Society NSW Support Services – 1 Crescent Street, Armidale

Drop in Arrangements

The OLC – Armidale is now open to drop in users from 9.00 am to 5.00 pm each week day. Your client can access our Art studio, Games, Computer and Internet use.

Who benefits from the Ozanam Learning Centre?

These programs are open to anyone in the community who socially disadvantaged, risk of being homelessness, sustain tenancies, overcome social isolation and help to stay or become connected with the community. All our activities are free to men and women who are 18 yrs and above who are receiving income support from Centrelink.

- Cooking together Every Monday 11.00 am to 12.30 pm Every Thursday 2pm to 3pm
- Arts Expression Every Tuesday 2.00 pm to 3.30 pm
- Drumbeat Every Wednesday 9.30 am to 10.30 am
- Learn Drawing Starts Wednesday 8th Aug 1.30 pm to 2.30 pm
- Relaxation Training - Every Monday 2 pm to 3 pm
- Yoga - Every Tuesday 2pm to 3pm
- Drumming Circle - Every Wednesday 9.30 am to 10.30am
- Mindfulness - Every Friday 10.45 am to 11.45 am
- Cooking Together
- Money wise workshop
- Financial Counseling
- Basic Computer Skills
- Adult Literacy Support
- Apple Mac Lab
- Relaxation Training

For more information contact 02 6776 8117

Community Grants Hub: Supporting Younger Veterans – grant round

Department of Veterans' Affairs - Grant round

Supporting Younger Veterans - Grant round: Closing soon

Please be aware that the Supporting Younger Veterans - Grant opportunity closes Tuesday, 14 August 2018 at 2pm AEST

For further information about eligibility and how to apply, go to the Funding Round Application page.

Information about applying for this funding round can also be found on GrantConnect.

Disability Services Consulting

Get Building SDA- Free Information Sessions

The Summer Foundation and Disability Services Consulting are delivering Get Building SDA with funding support from the NSW Department of Industry, under the Smart, Skilled and Hired: Disability Sector Scale Up program.

Get Building SDA aims to increase the number of SDA properties for NDIS participants and, as a result, increase the hours of Supported Independent Living (SIL) delivered in NSW.

What We Are Doing

Information sessions: 14 Get Building SDA information sessions are being held across regional NSW, to give people the information and tools they need to realise these opportunities.

Session attendees receive a comprehensive set of SDA resources.

Newcastle 14 August - Register

Port Macquarie 15 August- Register

Coffs Harbour 16 August- Register

Tweed Heads 17 August- Register

Gosford- TBA

Wagga Wagga- TBA

Armidale- TBA

- Intensive mentoring: For select session attendees, SDA mentoring will also be offered, providing expert guidance as they make their SDA ambitions a reality.
- Resources: Enduring SDA resources are being created, to support people to begin (or continue) their SDA journey.
- SDA showcases: Get Building SDA will run ve SDA showcases across NSW. These showcases will allow SDA providers with planned developments to connect with NDIS participants who are likely to be eligible for SDA, their families, carers and support providers.

More Info & Registration

For more info email: info@getbuildingsda.org.au

Facebook: facebook.com/GetBuildingSDA

Twitter: [@GetBuildingSDA](https://twitter.com/GetBuildingSDA)

More Info: Flyer

ACSA Communications

Are you having trouble attracting and retaining RNs?

Hi NSW
members,

Since 2012, Aged & Community Services Australia (ACSA) has been facilitating a Graduate Nurse Transition to Practice Program which is being driven by the Tasmanian office.

Through this program ACSA has successfully attracted 35-40 recently graduated Nurses to our Sector each year (approx. 245 in total).

Not only has the program proven to be beneficial in attracting Nurses to our Sector it has also proven to be a great retention strategy with approx. 90% of those completing the program remaining engaged with the Aged & Community Care Services Sector.

As part of the upcoming Regional Workforce Forums we will explore the need/feasibility of facilitating a Graduate Nurse Transition to Practice Program in your region.

We encourage organisations to take advantage of this opportunity by being represented at the upcoming Workforce Forums to find out more about how your organisation can benefit and have input into where the and focus/priority should be for your Region

Region – Hunter

Date: Wednesday, 15th August
Time: 9:30 am - 1:00 pm
Location: Best Western Rutherford –
Hunter Gateway
Denton Park Drive
Rutherford

[Register now](#)

Region – Greater Western Sydney

Date: Tuesday, 14 August
Time: 9:30 am - 1:00 pm
Location: Penrith RSL – Castlereagh
Room

[Register now](#)

Not in the Hunter or Greater Western Sydney Regions To place an EOI to attend the forum in your Region? Find out more.

Community Grants Hub: Volunteer Grants: Open for application

Volunteer Grants 2018 - open for application

The Australian Government is inviting applications via an open process to apply for funding to support volunteers under the Volunteer Grants Activity.

Volunteer Grants aim to support the efforts of Australia's volunteers by:

- providing small amounts of money that organisations and community groups can use to help their volunteers
- forming part of the Government's work to support the volunteers who help disadvantaged Australian communities and encourage inclusion of vulnerable people in community life.

Applications close at 2:00 pm AEST on 18 September 2018.

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

Information about applying for this funding round can also be found on [GrantConnect](#).

Armidale Family Support Services

Upcoming MHFA and further training

Workplace Support skills training (suitable for workers) : Free, 9am-12pm 30th August, Armidale Library, Contact Kye at AFSS (details below)

Community Support skills training (suitable for clients, parents, volunteers) : Free, 1:30pm -3pm , 30th Aug, Armidale Library, contact Kye at AFSS (details below)

Standard Mental Health First Aid (20 places available) : \$40, 9:30am-4:30pm, 6th-7th of September, Armidale Library, Contact The Ascent group on 6776 8977.

Kye Single
Family Support Worker
Armidale Family Support Service
Office: 02 6772 7243 | Mobile: 0467563087

ACSA National Summit

Technology Innovations for the Aged Care Sector

With just over a month to go, this year's ACSA National Summit is shaping up to be really exciting.

Our three-day conference will provide you with a unique opportunity for staff, trainees and volunteers to meet with their colleagues and learn how to better equip their organisations to tackle the challenges of this year and beyond. One of the areas on the mind of many organisations is technology innovations.

Below are three sessions which introduce new technologies and how your organisation can affordably implement them:

Customer Service Approach and Integrated Technology

Learn how RFBI Dubbo Masonic Village incorporates technological innovations including resident Wi-Fi, an internet kiosk, CareVison and Google home.

New & Advancing Technologies in Aged Care

Jump into the world of virtual reality as we explore what's in store for the future of aged care with innovative technologies assisting to better the delivery of services. Dr Jordan Nguyen, biomedical engineer and inventor, shares with us a number of technologies he has created for older Australians.

See Dr Nguyen on the front cover of the latest Australian Ageing Agenda - for the full article [click here](#).

Technology Revolution in Home Care

AlayaCare, an end-to-end home healthcare software solution, will discuss the importance of collecting and analysing data, provide real examples of feasible tech solutions organisations can implement today and explore the insights gained from utilising machine learning.

[Register here](#)

Student and Group discounts are available

ACSA Members Update 8 August 2018

Employee Relations Update:

- Fair Work Commission Annual Wage Review 2018
 - Following aa process
 - Preventative measures
 - Best practice
 - More on “Three strikes, your out”
- Domestic and Family Violence Leave
- ACSA National Summit 2018

To access this update please follow the link: <https://mailchi.mp/3e8d04e1f2c8/employee-relations-updatefair-work-commission-annual-wage-review-256477?e=a65c75a493>

ACSA Webinar: Government Compliance and Online Claiming

Aged Care providers have to deal with a landscape of constantly changing and evolving compliance requirements. While traditionally these covered Care processes, funding and administration requirements, recently new privacy and security requirements have been introduced that affect day to day operations and record keeping requirements as well as electronic transmission and communication with Government agencies in the cloud. Keeping on top of these changes in the many different areas is a challenge for most providers.

Gary McDonald and Uday Shah from Aged Care software provider Epicor give an overview of some of the challenges faced by providers and how current software solutions and cloud platforms can be used by organisations to support and meet these compliance requirements.

Details:

Wednesday 15 August, 2018

11:00am - 12:00pm (AEST)

\$30 Members | \$50 Non-Members

[Register now](#)

ACSA Communication

Final Reminder - is your organisation represented at the Workforce forums?

Just a final reminder re next week's Regional Workforce Forums in Penrith and Maitland NSW, please make sure your organisation workforce priorities and ideas are heard.

Time to stop talking and start doing!

ACSA recently implemented a Workforce & Industry Development Unit. A key role of this Unit is to support and enable both organisations within the Sector, and the Sector as a whole, to address Workforce Issues head on.

With a national focus it is our aim to identify (and share) State based attraction, recruitment, retention and skill development initiatives/solutions that are working and together identify, develop and implement new and innovative initiatives.

Region – Hunter

Date: Wednesday, 15th August
Time: 9:30 am - 1:00 pm
Location: Best Western Rutherford –
Hunter Gateway
Denton Park Drive
Rutherford

Region – Greater Western Sydney

Date: Tuesday, 14 August
Time: 9:30 am - 1:00 pm
Location: Penrith RSL – Castlereagh
Room

[Register now](#)

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Not in the Hunter or Greater Western Sydney Regions To place an EOI to attend the forum in your Region? [Find out more.](#)

Coordinated Care Risk Under Marketisation of the NDIS

Dear Committee member

I just read this in ProBono and thought you might be interested. It's something that everyone has discussed at numerous meetings and now it seems other areas are taking note. Unfortunately this is something which will affect all areas of community support when users have "free choice" and a way of being able to prioritise the needs of clients and also maintain your client base is something that needs to be addressed now to ensure quality of care and stability of employment are maintained.

<https://probonoaustralia.com.au/news/2018/08/coordinated-care-risk-marketisation-ndis/>

Jane Davies

Coordinator Armidale Volunteer Referral Service

National Disability Services News Update 9 August 2018

NDIS portal improvements

Improvements will be made to the myplace portal over the coming weekend.

[Read more](#)

Discounted entry to Outside the Box conference

Early Bird registrations for Outside the Box close tomorrow! Don't miss this opportunity to explore two of the biggest concerns facing the sector today: housing and workforce.

[Read more](#)

Expanded Panel of Assessors announced

After a delay, the Department of Social Services has released a new and enlarged National Panel of Assessors, which commenced in July 2018.

[Read more](#)

Armidale Family Support Service

1-2-3 Magic & Emotional Coaching Parent Course

Learn to manage difficult behaviour in children 2-12 years old. A 3-session program for parents and carers.

When: Thursday 13th, 23rd, 27th of September 2018.

Time: 1pm-2pm.

Cost: Free.

Where: Armidale Family Support, 89 Rusden St, Armidale.

For more information or to book, please phone Kye on **6772 7243** or E: kye@familysupport.org.au

Skilled to thrive, Tree of life group session

AFSS are pleased to offer NCOSS' Tree of life: standing strong in stormy weather course in October. This will suit people who:

- need some support to gain confidence and skills in any planning discussion
- may struggle to tell their story, think about it and make choices and decisions about their future
- have lived through tough times in the past or present, and may show signs of trauma
- feel afraid or intimidated to speak about their experiences
- feel they lack control in their lives
- are at risk of harm

Please distribute to your networks for our workers and clients!



Skilled to Thrive - The Tree of Life Course

Standing strong in stormy weather:

Decision making in difficult periods of your life.

The Tree of Life course aims to promote story-telling and healing from a 'safe place to stand'. It helps to build the confidence and skills of people in making decisions in difficult times.

When: 1pm – 2pm on Tuesday the 16th, 23rd, 30th October 2018

Where: Armidale Family Support Service Office, 89 Rusden St, Armidale.

Cost: Free

Contact: Kye on 6772 7243 or by email kye@familysupport.org.au

National Disability Services resources update - Something for everyone

Understanding Participant Choice in the NDIS

NDS and the Institute for Choice at the University of South Australia are researching how NDIS participants make choices about providers and why they make the choices they do.

[Read more](#)

Safeguarding for Boards

Safeguarding for Boards is a series of short films and a guide for boards of disability service providers. They help boards to understand and address the risk of abuse and neglect of people they support.

[Read more](#)

NDIS Quality and Safeguards

Our NDIS Quality and Safeguards resource page is a hub for resources that support you to understand the new NDIS Quality and Safeguards context for service provision.

[Read more](#)

BuyAbility Procurement

Connect with Disability Enterprises through BuyAbility. In our contract management solution, we work with you to better understand your business needs and scope your requirements to deliver the right procurement outcome.

[Read more](#)

Aged and Community Services Weekly Issue no.77 | 09 August 2018

[View this email in your browser](#)

Shape your committee structures

Since becoming a national organisation, ACSA has been working towards having networking and consulting structures that support members to meet, and work, together.

These structures are also designed to support ACSA with quality advice for its policy & advocacy work.

The following is now proposed:

- State committees, in particular Residential, Retirement Living and Home Care, will be revitalised or created (if there is sufficient interest from members), through an expression of interest from members, commencing October 2018.
- State Committees will meet up to 6 times per year and will provide information, advice, and recommendations to ACSA in relation to service provision, policy and legislation.
- Each state committee will nominate a Chair for a two-year term
- National Advisory Committees will commence early 2019 with membership drawn from relevant Committees & ACSA Management.
- The opportunity to convene a range of topic specific National Advisory Committees will also be explored.

ACSA will continue to work with our members on this and further information will be provided in October. I encourage you to get involved with this, either through feedback or nominating, to ensure your peak body best reflects your organisation's needs.

Regards,

Pat Sparrow, CEO

Something for everyone at the not-to-be-missed Aged Care Conference of 2018.

Can only attend one major conference this year? Make sure it's the **ACSA National Summit** This

year's [program](#) has something for everyone:

1. Learn how to balance customer needs and profitability with expert [Anouche Newman](#), CEO, Customer Service Institute of Australia.
2. Will Retirement Living be irrelevant in 5 years? [Grant Corderoy](#), Senior Partner, Stewart Brown will look at the future of retirement villages and its effects.
3. How to survive as the purse-strings get tighter - [James Saunders](#), Senior Consultant Operations, Pride Living will look at increasing revenue streams.
4. With rising competition in the Home Care market - learn how you can get ahead with [Nicki Doyle](#) and [Camila Hynes](#).
5. For those working in rural Australia, [Alan Wilson, Brett Cowling and Graham Aitken](#) will look what providers can do to address delivering services remotely and the workforce

[Register now](#) - *group discounts are available.*

This week in politics

This week, ACSA is making final preparations for its second Aged Care Q&A in Parliament House Canberra, on 14 August, involving about 30 ACSA Board members, Divisional Councillors, Executive Leadership team, CEO Pat Sparrow and members. They will be discussing aged care issues and helping over 50 MPs, Senators and their staff with their constituent's questions about aged care. [Read full article here](#)

Simpler aged care means testing forms

ACSA attended the first Department of Human Services Aged Care Forms Taskforce meeting in Canberra on Tuesday 31 July 2018.

[Better Access to Care - simpler forms](#) is a 2018-19 Budget Measure 'to create a simpler short form for means testing consumers with straightforward financial affairs. This new form will be implemented by May 2019. Read [full article here](#)

caring@home - supporting carers to manage breakthrough symptoms safely

caring@home aims to improve the quality of palliative care service delivery across Australia by developing resources that support people to be cared for, and to die at home, if that is their choice. ACSA is one of the nine consortium organisations involved in the project.

Read [full article here](#)

Primary Health Care and Older Australians – Reform required for improvement

Primary health care in Australia is the frontline of the nation's health care system so why are so many older Australians still falling through the gaps? Access to care and services delivered by primary health care is essential for maintaining independence and establishing healthy communities. [Read the article here](#)

Barriers to accessing quality palliative care for under-served populations and people with complex needs

Service providers are invited to a consultation workshop to discuss the Barriers to accessing quality palliative care for under-served populations and people with complex needs. [Click here](#) for more information and upcoming workshops

[Click to view full 2018 ACSA Education Program](#)

[Don't miss out our next ACSA Events...](#)

14 August_ [Regional Workforce Forums - Penrith](#) (NSW)

15 August_ [Webinar: Government Compliance and Online Claiming](#)

15 August_ [Regional Workforce Forums - Maitland](#) (NSW)

22 August_ [Retirement Village Management - One Day Intensive](#) (NSW)

3-5 Sept_ [2018 ACSA National Summit, Sydney](#) (National)

[Register now](#) for the **Government Compliance and Online Claiming Webinar**

Gary McDonald and Uday Shah from Aged Care software provider Epicor give an overview of some of the challenges faced by providers and how current software solutions and cloud platforms can be used by organisations to support and meet these compliance requirements. [Find out more.](#)

Other Events

Hospitality & Lifestyle Aged Care Awards 2018, 2 November 2018, Melbourne

The Hospitality & Lifestyle Aged Care Awards (HLACA) recognises and rewards outstanding team members, initiatives and facilities for providing quality and superior catering, cleaning, laundry and lifestyle services within aged care facilities. [Read more here](#)

ITAC 2018 conference - *Co-Designing our Digital Future*, 21-22 November 2018, Adelaide

The ITAC 2018 organising committee invites you to participate at the ITAC 2018 conference to be held 21st & 22nd November 2018 at the Adelaide Convention Centre. The theme of the conference – Co-Designing our Digital Future emphasises the importance of assistive technology supporting service quality and independence. [Find more info here](#)

Publications, reports, grants and resources

Department of Health

\$2 Million in Extra Support to Tackle Elder Abuse

The Turnbull Government has extended its commitment to tackling elder abuse, with a \$2 million boost to the Older Persons Advocacy Network (OPAN) as new figures reinforce the importance of the national service. Read [media release here](#)

Home care providers – Know your rights and obligations

If you provide goods and services to a consumer, in particular those with a Home Care Package, you need to make sure you are complying with the Competition and Consumer Act 2010, which includes the Australian Consumer Law. Read full update [here](#)

Information for Aged Care Providers - [Click here for full update](#)

In this issue:

- [2018-19 Aged Care Approvals Round closes soon](#)
- [My Health Record – take control of your health information](#)
- [My Aged Care fridge magnets now available](#)
- [Free health information and advice from healthdirect](#)

Have your say - Medical Research Future Fund Consultation

The Australian Medical Research Advisory Board (AMRAB), supported by the Department's Office of Health and Medical Research (OHMR), is conducting a national consultation process to inform the development of the Australian Medical Research and Innovation Priorities 2018-2020. These Priorities will be used by Government to inform future investments under the Medical Research Future Fund (MRFF).

Interested parties should read the [consultation discussion paper](#) and provide feedback on the provided template. Online submissions are open **until 31 August 2018**.

AMRAB will also be hosting a series of public forums and invited roundtables. To check dates and locations, please [click here](#)

Political Alerts

Home care reforms and older people - well-intentioned, but not well informed - Read media release [here](#)

\$20 million Volunteer Grants round open - Read media release [here](#)

Other Resources

Carers Respite Awareness Campaign - [watch video here](#)

caring@home – website launch

The [caring@home website](#) aims to improve the quality of palliative care service delivery across Australia by developing resources that support people to be cared for, and to die at home, if that is their choice. The [caring@home website](#) was launched in July 2018 to assist health care professionals caring for palliative care patients in the community and it's a national project, led by the Brisbane South Palliative Care Collaborative, and funded by the Australian Government. ACSA is one of the nine consortium organisations involved in the project.

Infographic on reducing inappropriate use of antipsychotics

This useful infographic is available on the cognitive care government website [here](#)

NACA Aged Care Reform Monthly Update July 2018 - Click [here](#)

Organise an activity during Anti-poverty Week this year 14-20 October 2018

The aim of Anti-Poverty Week is 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.

Everyone is encouraged to help reduce poverty and hardship [by organizing an activity](#) during the Week. Please [tell us about your activity](#) so we can demonstrate how many people in Australia care about this issue. Visit the [Anti-Poverty Week website](#) for more information on how to get started!

The Society of Hospital Pharmacists of Australia (SHPA) - Essential updates for all Australian pharmacists and nurses as Don't Rush to Crush 3 released - Read [media release here](#)

Volunteer Grants expected to open in August

Volunteer Involving Organisations will soon be able to apply for \$20 million in grants to support the efforts of their volunteers. Grants of between \$1,000 and \$5,000 can be used towards the cost of essential items that help make the work of volunteers easier, safer, and more enjoyable, such as equipment, training, transport and background screening. The Volunteer Grants round is expected to open in August.

For more information, visit the Department of Social Services' [Community Grants Hub](#) website to subscribe to updates on the application process.

SAGE Tours 2019 Executive Program

A new program for 2019 - Registration is now open. Access all the information [here](#)

[ACSA eLearning Portal](#)