



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Ageing Disability & Home Care - Portal
- ACSA Member Update
- AFEI Training
- ARMIDALE SHED – Music Open Day
- Disability Services Consulting
- UN DAY OF PEACE - Armidale Harmony group celebration
- Community Care Review
- Webinar: Introduction to HSNet
- The Department of Health - Charter of Aged Care Rights
- NDIS Events and Training Update
- NCOSS – Conference Details
- Community Care Review

New England **Sector Support Team**



Phone: 02 6772 3590

Dear Service Provider

The ADHC Service Portal was launched on 12 June 2012 to support ADHC funded service providers to manage their business and clients. As part of the step down of ADHC and transition to NDIS, the ADHC Service Portal will be decommissioned on 30 September 2018 and your ADHC Service Portal data will no longer be available.

There are a number of documents and reports that you may want to download for your records from the ADHC Service Portal: <https://www.portal.facs.nsw.gov.au/>

Under the Provider Reports menu the following documents/reports are available:

- ADHC Funding Correspondence from 2016
- MDS
- Remittance
- Tax invoices
- Detailed Payment Advice Report

To access the Provider Reports please select the Provider Reports tab from the top menu as per the below image. Select the report you wish to download under the Provider Reports Lists.



If you require assistance with access to the Service Portal please contact us by email portal@facs.nsw.gov.au or call 1300 136 067.

Yours sincerely

Zoe Petridis
Manager NGO Transaction Services

ACSA Member Update

Reports on Home Care Data and Financing of the Aged Care Sector

Dear Debra,

Further to the ACSA Weekly dated 24 August 2018, which included our analysis of the latest national summary of *Home Care Packages Program - Data Report Overview January 1 – March 31 2018* ([here](#)), we are pleased to provide members with the state-specific summary data for the same period. The below state reports can be read in conjunction with ACSAs national summary.

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

ACSA has also released our analysis on **The Aged Care Financing Authority (ACFA)** sixth report on the *Funding and Financing of the Aged Care Sector for the 2016-17 year* - see [here](#).

The [report](#) highlights the ongoing sustainability challenges the sector is facing, as we continue to see negative trends across a range of metrics in both residential care and home care.

Should you wish for more information or have any questions on either of these reports, please don't hesitate to contact the member advice line on 1300 877 855 or [email us](#).

Regards,



Pat Sparrow, CEO

Home Care Pricing and Transparency Paper

Dear Debra,

The Government continues to undertake consultation with peak bodies, including ACSA, on home care pricing and comparability through the Home Care Pricing Roundtable.

On 30 August 2018, the Government introduced the requirement for approved home care providers to publish pricing information by 30 November 2018, through the introduction of the *User Rights Amendment (Home Care Pricing) Principles 2018*, ([here](#))

ACSA will work with its members to make sure any new measures allow them price flexibly while meeting the need for transparency.

ACSA is engaging with its Divisional Councils and Home Care reference committees over coming weeks, but we would also like to ask for members views and comments by **COB Friday 14 September**, to allow us time to collate your feedback and submit our position to the Department the following week.

[Download ACSA's consultation paper on Home Care Pricing and Transparency.](#)

Feedback is to be forwarded to: Derek Dittrich, Manager Policy and Member Advice, Derek.Dittrich@acsa.asn.au

ARMIDALE SHED – Music Open Day

Hello All

The next music/open day will be September 9. The Ashley Hall Trio will be performing, and the usual lunch fare will be available (burger for \$5 or lunch for \$10) and bring your own wine.

We will feature an array of chairs that are for sale at this session.

We will soon be beginning a leadlite glass session to be held on Saturdays from 9 till 1pm. It will run for two Saturdays each month. On the alternate Saturdays, we are proposing to run woodworking sessions, mainly for women (those that are unable to make it on Tuesday afternoons). If you are interested in either of these sessions, please contact the shed (email or phone). These will be sessions that run through the warmer months of the year Sept till May.

You may keep up with developments at the shed via the website www.armidaleshed@outlook.com or via facebook Armidale men's shed. We will be listing a range of products available at the shed on these sites.

Regards

Roy Powell

President



Music Open Day
Flyer -Sept.docx

Shed 02 67 87 4057

armidaleshed@outlook.com

*** NEW FOR 2018 ***

Termination of Employment

Date: Wednesday, 26 September 2018

Duration: 9.30am to 4.00pm

Venue: AFEI, Level 2, 97-99 Bathurst Street, Sydney

Member fee: \$570 Non Member fee: \$670

[BOOK NOW](#) 

Practical advice on managing different types of employment terminations

AFEI's "**Termination of Employment**" course presented by AFEI and AFEI Legal, will explain the role of an employer when an employee's employment ends - covering a broad spectrum of different termination scenarios including resignation, dismissal, 'constructive' dismissal, abandonment of employment, incapacity and the 'inherent requirements', end of fixed terms or projects, casual and probationary employment.

Our professional trainers will explain employer obligations and employee rights and provide practical advice on managing termination to minimise risks of costly employee actions. We will use actual case studies and draw on AFEI's extensive experience in this area.

This would be of significant value for managers and human resources practitioners who are involved in or responsible for termination of employment processes and decisions.

Discover:

- the different ways in which employment can end and the obligations of employees and employers
- the legal framework and relevance of contracts, industrial instruments and legislation
- procedural fairness and how it applies to dismissals for performance and/or conduct matters
- how to minimise the risks of unfair dismissal claims and other actions, and how to respond to any claims

BOOK NOW 

Download a [Registration Form](#)

For a list of all AFEI Training courses [click here](#)

If you have any questions regarding public or on-site courses, please contact AFEI Training on 02 9264 2000.



DSC



SDA Participant Planning Mystery

Over the last few months, Brent has witnessed an alarming number of confusing and extremely problematic

Training

Latest



[NDIS Housing: Key Policy for Support Coordinators](#)

response from the NDIA to requests for SDA funding. He explores what needs to be done to get SDA back on track.

[READ MORE](#)



How To Attract Participants to Your ADE

The challenge for Australian Disability Enterprises (ADEs) operating under the NDIS is to attract a new generation of supported employees. Faye explores the secret to developing a business that Participants want to work in.



The Role of Support Coordinators in Investigating Housing



Operationalising Pre-Planning & Re-Planning



Understanding the NDIS Price Guide & Funds Flexibility



Introduction to Support Coordination

[READ MORE](#)

DSC Online Training

Our NDIS Subject Matter Specialists make the best training in the biz.



Tea and
Conversation 2018.c

Subject: UN DAY OF PEACE - Armidale Harmony group celebration

Dear Friends,

Please circulate this or post it on any places you know of.

I am still looking for volunteers to facilitate the groups. A package of materials will be provided and we will meet briefly for a rundown. Please let me know if you are willing and able to join the team of 10 who

will be doing this. We only have a few folks who are on the Harmony Board and I need at least 6 more people.

Thanks to Jim, Angela and Janien who have already agreed to help.

Cheers Roslyn

Roslyn Moran

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Armidale NSW 2350

Australia

roslynmoran@yahoo.com

Having trouble reading this email? [Click here](#). | [Send this email to a friend](#)



A special announcement on behalf of our valued sponsors



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Take your health management career to the next level

AMA Training Services is proud to be introducing the Diploma of Health Administration, which has been developed by the AMA with extensive input from the health, aged care and community services sectors.

This Diploma is ideal for current or aspiring



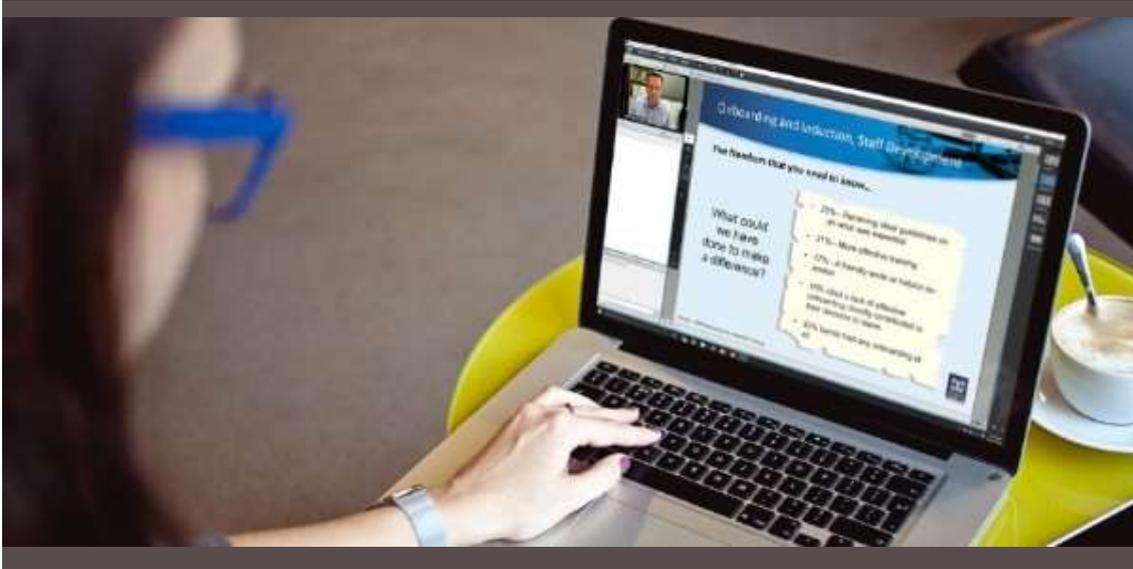
Facility Managers, Regional Managers, Service Coordinators, Nurse Unit Managers or Allied Health Managers.

Our *Assisted Study Program (ASP)* delivery provides a rich and structured learning experience without sacrificing flexibility along the way.

You will complete two units of competency per school term, keeping your school holidays free from studies. Benefit from weekly lectures, delivered live in our virtual classroom. These sessions are also recorded so it doesn't matter if you miss one. Supplementing this are regular workshops and seminars that can be attended in person or viewed either live online or via a recorded link afterwards.



The *Assisted Study Program* will help you to complete this qualification in 18-24 months. There are no exams, everything is completed by coursework, and the technology is easy to use.



Course Details

The Diploma of Health Administration is made up of 16 units, 10 core and 6 electives.

Core Units (complete all)

Unit Title

HLTWHS004 Manage work health and safety

BSBLDR501 Develop and use emotional intelligence

FNSACC513 Manage budgets and forecasts

HLTINF004 Manage the prevention and control of infection

BSBCUS501 Manage quality customer service

CHCLEG003 Manage legal and ethical compliance

BSBHRM506 Manage recruitment selection and induction processes

BSBMGT502 Manage people performance

DHAMKD001 Manage the impact of key healthcare drivers on management practice

CHCPOL003 Research and apply evidence to practice

Choose six electives from the following options

Elective Units (Choose 6)

Unit Title

BSBMED301 Interpret and apply medical terminology appropriately

BSBFIA401 Prepare financial reports

BSBHRM512 Develop and manage performance management systems

BSBLDR502 Lead and manage effective workplace relationships

BSBRISK501 Manage risk

TLIE4013 Apply workplace statistics

BSBITU402 Develop and use complex spreadsheets

BSBWOR502 Lead and manage team effectiveness

BSBINN601 Lead and manage organisational change

BSBPMG522 Undertake project work

BSBCOM503 Develop processes for the management of breaches in compliance requirements

When you enrol in the Diploma of Health Administration you will benefit from:

- A course specifically developed for your industry by the AMA
- Course material, case studies and projects relevant to your industry
- Highly experienced lecturers
- Guest speakers
- Further study opportunities with advanced standing in a Bachelor of Commerce with Edith Cowan University
- Pay as you go payment plan. \$500 will get you started

[Visit the Course Webpage for More Information](#)

Take your career to the next level. Enrolments for Term 4 - 2018 - now open.

AMA TRAINING SERVICES

AMA Training Services - (RTO Code 2010)
Division of AMAWA Group of Companies

Contact AMA Training consultants **1800 248 292**
or by email at training@amawa.com.au



Webinar: 'Introduction to HSNet'

Tuesday 18 September 2018, 10.00am

[book now!](#)

The HSNet Team hosts webinars monthly to educate users about the website, its business applications, active networks and how to get the most out of what's available.

The webinars are completely free and run for approximately 90 minutes. Each session includes:

- searching and viewing services in the service directory
- creating and managing online referrals
- initiating groups and discussion forums
- using the capacity display

If you can't attend one of the scheduled sessions and would like to discuss other options, such as a targeted Webinar for you and your team, contact HSNet on 02 9765 5260 or HSNet@facs.nsw.gov.au

Thanks from,

The HSNet Team

Support materials including videos and reference guides can be found on the HSNet website [here](#), or by choosing the question mark link at the top of every page.



Australian Government
Department of Health

The
Department
of Health

Seeking your views on a draft single Charter of Aged Care Rights

Today the Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM, MP, [announced](#) the opening of public consultation on the draft single Charter of Aged Care Rights (the Charter). A single Charter will help to create a shared understanding about the rights of people receiving aged care.

A new single Charter is part of the Single Aged Care Quality Framework and will replace the existing four charters relating to care recipients' rights and responsibilities.

It will apply to people once they start receiving Government-subsidised aged care, including:

- residential care
- home care packages
- flexible care
- services provided under the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Consultation

The department invites your comments on the draft Charter. All comments will be considered and inform further development of the Charter.

We want to hear from as many individuals and organisations with an interest in aged care rights as possible, including:

- consumers, their families and carers
- advocacy groups
- consumer peak organisations
- key sector groups
- aged care organisations

- staff of aged care organisations, health and disability service providers.

The department is seeking the assistance of all aged care providers to promote the public consultation and support consumers to provide their views.

The consultation closes on **Wednesday, 10 October 2018**. **Late submissions will not be accepted.**

For more information, and to submit your comments, visit the [Consultation Hub](#).

If you need any help with your online submission, contact qualityagedcare@health.gov.au.

Department of Health

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

**EVENTS
& TRAINING**

NDS National
Disability
Services



[**NDIS Make It Work Forum - Northern Rivers**](#)

Date: 7 September 2018

Location: East Ballina

NDS is partnering with Every Australian Counts to roll out forums across Australia to reengage with our local MPs and seek their



[**NDS NSW Sub-Committees**](#)

Date: 12 September - 16 October 2018

Location: Sydney

Register for the next round of NSW Sub-Committee meetings - open to NDS members - to hear from NDS and fellow providers on policy and operational issues,

support to address NDIS issues.

[Read more](#)



and receive policy updates

[Read more](#)



[The Workforce Challenge - Recruiting and retaining the workforce of tomorrow](#)

Date: 27 September 2018

Location: Sydney

Join other leaders to explore new ways to attract and retain compassionate and loyal workers today and into the future.

[Read more](#)

[Working with the NDIS - NDP Virtual Conference](#)

Date: 17 October 2018

Location: National (Online)

Following the success of its first virtual conference, NDP is pleased to present another exciting opportunity. Learn, develop and connect with just a click of a mouse!

[Read more](#)



[Effective Employer Engagement Workshops](#)

Date: 8 November 2018

Location: Sydney

This interactive, one-day workshop will help your team develop and maintain a more systematic and successful approach to employer engagement.

[Read more](#)

[Workforce Essentials e-Learning Library](#)

Date: Ongoing

Location: National (Online)

In consultation with the sector, NDS has developed a package of sector-specific e-learning content, offering unparalleled value to service providers.

[Read more](#)



Rise to the Challenge

2018 ACOSS National Conference

29 – 30 October, Sydney

ACOSS Conference in Sydney!

Dear Member,

The 2018 ACOSS “Rise to the Challenge” National Conference will be held in Sydney this year. All ACOSS Members have been given a super 30% discount for the 29 and 30 October Conference. [Register here.](#)

There are also a number of [bursaries available](#) that provide **free registration**.

The Conference will address many of the massive challenges currently confronting community services sector organisations – as service providers, as research and advocacy bodies, and as member representative organisations. Some of the key issues of interest to ACOSS members that are being tackled at the Conference are:

- Co-designing services and programs
- The importance of the Raising the Rate campaign in communities
- Persuading decision makers – lessons from the justice reinvestment experiment in Broken Hill
- Rising to the challenge of data – how your organisation can use its own data to improve and expand
- Funding our future – how to make sure the government raises enough revenue to fund services
- Migration, race and racism - how to confront this great challenge
- Advocacy and democracy – how to challenge the attempts to silence dissent

The Conference will not only explore these in order to shape and inform, but will also equip participants to better confront and address these challenges. There are big ideas plenary sessions, with lessons from the UK, USA and Australia, combined with practical breakout workshop sessions to engage with the big challenges in more depth.

Bursaries are available for employees of Small Community Sector Organisations and also Individuals experiencing disadvantage. More information about the conference bursary program is [available here](#).

Further information is available on the [conference webpage](#).

[Register here](#).

From the NCOSS Team



COMMUNITY Care REVIEW

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



Accessibility solutions to
bring life back into focus



Latest News



[Aged care regulation: lessons from England](#)

Australia can take some lessons from England's experience as it moves towards the establishment of a quality commission for aged care, an industry conference has heard.



[To apologise or not? When sorry seems to be the hardest word](#)



[Public consultation opens on charter of rights](#)

When do you say you're sorry? Aged care providers have been warned against "throwing apologies out to the wind" when an adverse incident occurs as this could leave them legally liable.



Palliative care project helps keep loved ones at home

A new community palliative care project is helping people be cared for and die at home.

Aged care providers are being invited to have their say on a draft Charter of Aged Care Rights which both they and the person entering care will be expected to sign.

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