



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 – Monthly Wrap
- ACSA Weekly
- Integrated Carer Support Service (ICSS) webinar (Pdf attached * 2)



• Australian Government



• McClean Care – Newsletter

• Community Care Review – Latest news

New England **Sector Support Team**



Phone: 02 6772 3950

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THE MONTHLY WRAP

The voice of disability service providers

Welcome back to the NDS Monthly Wrap – where we share some key highlights of what we've achieved, with your support, over the previous month.

Over the past month, NDS has:

1. Welcomed the release of the [Parliamentary Report](#) on NDIS Market Readiness, which included key concerns raised by NDS
2. Celebrated the social inclusion of people with disability through the [NDS NT Inclusion Conference and Awards Dinner](#)
3. Opposed the call to extend the aged care Royal Commission to the disability sector, while [arguing that](#) the Commission's terms of reference should include people with disability in the aged care system
4. Put together [a submission](#) for the Fair Work Commission on wage-setting in supported employment, which was endorsed by NDS's National Committee on Supported Employment
5. Organised a discussion between NDIS Plan Management providers and the NDIA
6. Spoke with new Ministers Paul Fletcher and Sarah Henderson about pressures on providers from the NDIS, the importance of employment support and NDS's role in representing the sector
7. Received feedback that 98 per cent of providers believed the information/support provided through the Victorian Sector Development Project would have a positive effect on their organisation's NDIS readiness/transition (feedback gathered independently by Dyson Consulting Group)

8. Published [NDS Practical Guides](#) on Scheduled and Unscheduled Plan Reviews to help service providers understand how unscheduled plan reviews work

9. [Held breakfasts in Sydney and Brisbane](#) for CEOs and HR executives with international speaker and author Neil Eastwood to share practical solutions to workforce issues

10. Ran Let's Talk Disability workshops for employees of the Solotel Hospitality Group following an incident that received [media attention in August](#). This was timely opportunity to support Solotel's efforts to promote disability awareness among their staff to prevent future incidents.



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ICSS Webinar 2 v1.0.pdf

Good morning

Thank you for your participation in the second Integrated Carer Support Service (ICSS) webinar – *Roles and responsibilities of the Carer Gateway regional delivery partners*. As a follow-up from the webinar, the Department would like to advise participants that the following resources are now available:

Presentation Slides from the Webinar

Attached is a copy of the presentation slides from both webinar one and two. The Department will be providing an accessible transcript from the second session on our [webpage](#) soon.

ICSS Sector Readiness Survey

The Department is inviting carer sector providers to participate in the *ICSS Readiness Survey*.

The survey is designed to assist service providers to reflect on their current state of preparedness for participation in the upcoming RDP Grant Opportunity. The Department will also use the results to inform ongoing engagement activities, information and resources. The survey is anonymous and will take less than 5 minutes to complete. You can [complete the survey here](#).

Participants who completed our first survey are encouraged to participate in this one as well.

Consortia Register of Interest Platform

The Department is providing a platform which allows providers to share their contact details and register their interest in consortia participation. Further information and access to the registration platform can be accessed via the ICSS Implementation & Updates webpage:

www.dss.gov.au/icss.

A recording of the webinar, transcript and responses to all the webinar questions will be available on our [webpage](#) shortly.

Kind Regards

Carer Reform Policy Section
Disability and Carer Policy Branch
Department of Social Services
Carersupport@dss.gov.au

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.



ACSA Employee Relations | 31 October 2018

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Member Update
Employee Relations



ACSA Employee Relations Newsletter - October 2018

Dear Debra,

The ACSA Employee Relations (ER) team, complemented by a dedicated team at [performHR](#), fields enquiries from providers all over the country as a service exclusive to members. This service is to assist you in tackling anything from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. We aim to keep members up to date with current practice, changes to the Australian employment relations framework and industrial tribunal decisions which may impact on the operations of your businesses.

This ER advice is included in your membership and is to assist you in strengthening your HR capacity in the context of aged and community care, and thus minimising the likelihood of any possible negative outcomes when it comes to managing people or complex issues.

In this issue:

- [4 Yearly Modern Award Review - Aged Care and SCHaDS](#)
- [Beyond the Workpac Decision: Moving Towards the Definition of “True Casual”](#)
- [FAQs](#)
- [Contact Employee Relations Team](#)

4 Yearly Modern Award Review - Aged Care and SCHaDS

Finally, the 4 Yearly Review of the Aged Care and SCHaDS Awards is upon us. The substantive matters for both awards were listed for mention on Monday 22 October and will again be before Fair Work Commission President, Justice Iain Ross, in Sydney on Friday 9 November. It is anticipated that the hearings for the two reviews will be listed for March 2019. [Continue reading...](#)

Beyond the Workpac Decision: Moving Towards the Definition of “True Casual”

The current National Employment Standards do not provide for casual employees to receive entitlements such as personal leave, annual leave or redundancy payments. In lieu of these entitlements, casuals receive a loading which affords them a higher hourly rate than those workers employed on a permanent basis. At present, the Fair Work Act does not provide a statutory definition of the term 'casual employee'. Recently, the [Workpac v Skene](#) decision has challenged the historical definition of a casual employee, leaving organisations all over the country in a state of confusion. We addressed this in a recent newsletter, which can be found [HERE. Continue reading...](#)

FAQs

We receive hundreds of enquiries from members across the country on myriad HR, IR and WHS issues. Navigation and interpretation of legislation, regulations, modern awards and enterprise agreements can be challenging, even for the most seasoned HR practitioner. We will be addressing commonly asked questions through our new FAQs section of the ER newsletter. [Continue reading...](#)

Contact Employee Relations Team

If you have any questions about anything in our newsletter or if you have any suggestions for future content, please contact:

P: 1300 239 220

E: acsamembers@performhr.com.au

Regards,

ACSA Employee Relations Team



ACSA EVENTS



EDUCATION



NEWS



PUBLICATIONS





It's time for a national discussion

It is important to recognise the contribution older Australians have had upon our communities and highlight how important it is that high quality aged care services are available. Our care for older Australians should be person centred with their wellbeing and dignity the primary focus.

To ensure all Australians receive aged care services and high quality care, PM Scott Morrison has announced a Royal Commission into Aged Care to ensure its future is heading in the right direction.

[READ MORE](#)

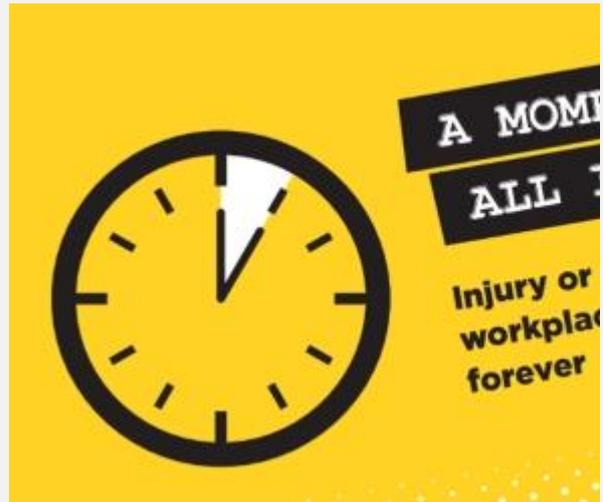


The importance of respite

McLean Care® celebrated National Carer's Week from the 14th-20th October. The event was an excellent opportunity to celebrate carers whilst raising awareness of the important role they have within our communities.

Respite allows a carer time to do everyday activities, allowing them to recharge and really look after themselves.

[READ MORE](#)



A moment's forethought can prevent harm

While a safety incident can happen in a moment and in any workplace, a moment's forethought can prevent harm.

Creating a healthy and safe workplace is a key goal for McLean Care®, and we aim to ensure workers are safe all year round, but it's always good to be reminded about the importance of work health and safety.

[READ MORE](#)



Keep your skin safe this summer

As an older adult we need to be more careful of overheating and heat stroke as much to our dismay, our bodies aren't as resilient and as responsive as they use to be. It can be difficult for our bodies to adjust to high temperatures especially if we have a chronic medical condition or are on prescription medicines, hindering our ability to detect heat. Some medications can actually prevent you from sweating!

[READ MORE](#)

Have you seen my keys?

Technology can help! If you're an expert at misplacing your keys, your wallet, your handbag, your remote control or anything else that is important to you, it's possible to attach a tracker to the items to make them easier to locate – and avoid the stress. There are different products on the market, tile is one of the most popular.

[READ MORE](#)

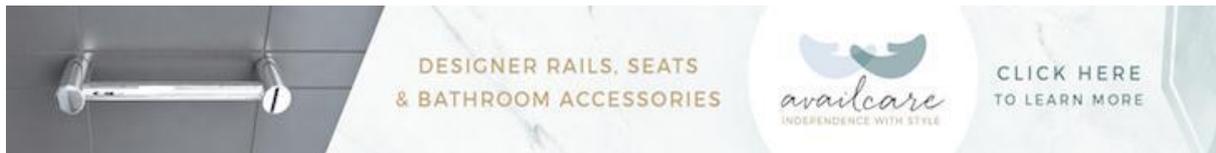


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Latest News



[The kids are coming: winning the generation game](#)

Home care providers are failing to effectively engage inter-generational markets, an industry conference has heard. And they're doing so at their own peril.



[DNA test pinpoints medication management](#)

A new clinical pharmacy service that uses DNA as part of a "super personalised" medication management plan will soon be available to Australian home care clients.



[Online dementia courses win export award](#)

Two free online dementia courses run by the University of Tasmania which have proved popular in places as far flung as Botswana and Chile have taken out gongs at an an export awards ceremony.



[Nicola Roxon to take up top role with HESTA](#)

Former Labor health minister Nicola Roxon, who made her mark in politics as a tobacco control campaigner who was responsible for bringing in plain packaging for cigarettes, has been appointed HESTA's incoming independent chair.



Events

Presented by Australian Ageing Agenda Advertisers



["Advancing Not Retiring: Active Players, A Fair Future" 2018 AAG Conference](#)

Nov 21 – Nov 23 all-day

The 2018 AAG Conference "Advancing Not Retiring: Active Players, A Fair Future" to be held in Melbourne from 21st to 23rd November 2018 is the place to hear from



[COTA Building a Quality Aged Care Workforce Conference](#)

Nov 21 – Nov 22 all-day

Strategies to drive workforce growth in aged care, examining key insights from the Aged Care Workforce Strategy Taskforce.



[COTA Financial Sustainability in Aged Care conference](#)

Nov 21 – Nov 22 all-day

Develop strategies to respond to reform & drive innovation with insights from Minister Wyatt & ACFA's Michael Callaghan.



[ITAC 2018](#)

Nov 21 – Nov 22 all-day

ITAC 2018 Co-Designing our Digital Future

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.

Issue No. 89 | 2 November 2018

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



Getting ready for the Royal Commission

The Royal Commission is establishing itself including employing the staff that will support it. ACSA understands that a Directions Hearing is likely to be held before Christmas and that this will provide information about the approach and timeline the Commission will take.

Some practical guidance from law firm Russell Kennedy advises that now is a good time for providers to start reviewing their internal systems, particularly compliance, document management and complaints-handling processes – to ensure your organisation is as prepared as it can be.

More information on those very practical tips can be found, [here](#) (embed link) along with a range of other supports and information from the ACSA Royal Commission Advisory Panel.

This week also saw the launch of Aged Care Guide Consumer Reviews giving consumers an opportunity to comment on their service experiences and for providers to respond in a safe, effective public forum. ACSA has an Affiliate agreement with publishing firm DPS (publisher of the Aged Care Guide) and will be working collaboratively to create transparency and ensure consumers are better informed as well as opening up the conversation between consumers and providers. You can find more information about it at [\(insert details – is it on the ACSA Exchange?\)](#)

Transparency has always been a core value and this service, and affiliate agreement, is designed to support our members strengthen engagement with older people and their loved ones when making decisions about aged care.

Regards,



Pat Sparrow, CEO

This Week in Politics

COMMUNITY AFFAIRS LEGISLATION COMMITTEE: Estimates 24 October

Supplementary Budget Estimates were held last week in Federal Parliament and there were a number of questions regarding aged care, including the ACFI revision, the Royal Commission into Aged Care, the Aged Care Quality and Safety Commission, the availability of HCPs, unspent funds and admin fees, My Aged Care, the Workforce Strategy, and questions from Senator Hinch about 4 Corners. [Continue reading...](#)



DPS CEO Mark Ogden with COTA CEO Ian Yates, ACSA CEO Pat Sparrow and Care Opinion CEO Michael Greco

Industry endorsed solution increasing transparency in aged care sector

ACSA along with key players from within Australia's aged care industry and DPS Publishing has signed affiliated agreements to work towards endorsing increased transparency and the delivery of better outcomes for both consumers and providers. [Continue reading...](#)

Royal Commission Update

As part of ACSA's regular Royal Commission updates we have more information for members including Russell Kennedy's Seminar: Shining a light on crisis management and the ACSA Royal Commission Advisory Panel. [Find out more](#)

Aged Care Pricing Commissioner: Annual Report 2017/18 released

The 2017/18 Annual Report of the Aged Care Pricing Commissioner has just been released and provides information on trends over the past five years as well reporting on the 2017-18 financial year. In the past financial year, the Commissioner received 539 applications, an increase of 85% on the previous year, and approved 386. This included 220 applications for the renewal of lapsing approvals made on or before 1 July 2014, as approvals are valid for a four year period. [Continue reading...](#)

Webinar on My Health Record and Aged Care – Wednesday 14 November

ACSA has arranged for the Australian Digital Health Agency to present a Webinar on My Health Record and Aged Care on **Wednesday 14 November** 2018 from 2.30 pm - 3.30 pm (AEDT). Register for the Webinar [here](#)

ACSA attends the DHS/Health/DVA Aged Care Peaks meeting

On Thursday 25 October 2018, ACSA attended the DHS/Health/DVA Aged Care Peaks meeting. To read key points, please click [here](#)

Managing your Home Care service information

New requirements on duplicate services and service item names for My Aged Care service. [Read more](#)



'Applying the new Aged Care Quality Standards' Workshops - Last chance in 2018!

Following the positive response by aged care providers to our New Quality Standards Workshops held during October, new places have opened for 2018 and 2019. Don't miss out! [Read more](#)

ACSA Submission to Australian Building Codes Board (ABCB) Accessible Housing Options Paper

The Australian Building Codes Board (ABCB) is a Council of Australian Government (COAG) standards writing body that is responsible for the development of the National Construction Code (NCC), comprised of the Building Code of Australia (BCA) and the Plumbing Code of Australia (PCA). The ABCB is a joint initiative of all three levels of government in Australia. [Full article](#)



Suppliers in focus

find-me

Find Me Technologies will offer ACSA members a 10% discount on the price of the Find Me Gen 2 Watch and any Accessories when mentioning ACSA at the time of purchase.

Find-Me Technologies is a Brisbane based company that created one of the world's first



We are proud of the 30 year association with ACSA and support the work done for aging Australians and the not for profit Aged and Community Industry as a whole.

personal, mobile, emergency alert system in the form of a watch.

Inspired by our own family experiences of ageing and dementia, we saw the need for a wearable, discreet solution to help locate wandering dementia patients, and support independent living for the elderly.

REDEEM OFFER

In order to access the great supplier offers featured on ACSA Exchange, you will need to enter your individual username and password. If you do not know your username or password simply click on the 'Forgotten Password' or 'User ID' links. If you are a member and do not have a username and password please [contact us](#)

We are pleased to offer a **complimentary Financial Wellbeing review** for ACSA member businesses and individuals across a range of financial services including: risk insurances, mortgages, financial advice and employee benefit programmes.

REDEEM OFFER

[Click to view full 2018 ACSA Training and Events Program](#)

18 Oct - 19 Feb [Applying the new Aged Care Quality Standards: Hitting the target workshops](#) (several locations)

13 - 21 Nov [Wellness & Reablement Workshops](#) (SA - several locations)

14 Nov [Webinar: My Health Record](#) (National)

15 Nov [Turning Staff Meetings Into Training](#) (SA)

19 Nov [ACSA WA Annual General Meeting/ ACSA General Meeting](#) (WA)

19 Nov [Webinar: Preparing for the AC Royal Commission - Considerations & Actions](#) (National)

20 Nov [ACSA SA/NT Annual General Meeting](#) (SA)

21 Nov [Webinar: An Introduction to Bond Investing](#) (National)

October 2019 - [2019 ACSA National Summit](#) (Melbourne)



[NSW/ACT](#)

[TAS](#)

[QLD](#)

[VIC](#)

[SA/NT](#)

[WA](#)

Media Releases

1 Nov [Industry endorsed solution increasing transparency in aged care sector](#)

A dark blue banner with a white grid pattern. At the top, the text "ACSA eLearning Portal" is written in large white font. Below this, on the left, is a circular icon containing a laptop with a sunburst effect. To the right of the icon, the text "Train your staff with ACSA's affordable online training" is written in orange. At the bottom of the banner, the text "ACFI | ETHICS & CONDUCT | HEALTH & SAFETY | HEALTH CARE" is written in white.

ACSA's eLearning Portal with online offers affordable training courses starting from just \$38.50 per course. You or your staff can complete one of over 50 courses covering a range of topics (such as ACFI, Ethics and Conduct, Health and Safety and Health Care) in your own time. Simply add a course to your cart and checkout - no login required.

[See courses now.](#)

Other Events



ITAC 2018 conference – *Co-designing our Digital Future* - 21 & 22 November, Adelaide Convention Centre

Aged care and disability service providers will find ITAC 2018 an interesting learning experience through an exploration of the evolving technologies that are driving consumer choice service delivery model options, and the use of big data analytics. [Click here for the full program](#)

Tonsley Innovation Precinct pre-conference site visit, Tuesday 20th November – an opportunity for delegates to be exposed to new and exciting technologies, research and innovations. See over 50 IT companies showcasing their products and services. Come and see the New Initiatives & Innovations Precinct. Group registration savings of over 30% when registering 3 or more from the same organisation. Go to the [ITAC 2018 website](#) for more details. All enquiries to Corporate Vision Events, T: 08 8981 5119, E: itac@itacconference.com.au.

OPAN's 'Talk to Us First' Aged Care Advocacy Online Training and OPAN's National Elder Abuse Prevention and Advocacy Framework, Perth 15 November 2018

The Older Persons Advocacy Network (OPAN) is hosting a FREE event for aged-care sector workers. to launch the 'Talk to Us First' Aged Care Advocacy Online Training and OPAN's National Elder Abuse Prevention and Advocacy Framework. These resources will be launched by the Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM MP, Dr Kate Barnett (Speak Out Report), Diedre Timms (CEO Advocare) and Craig Gear (CEO OPAN) and will be

followed by a Q&A discussion.

Time: 11:30am-1pm Perth time/2:30pm-4pm AEDT at the Wesfarmers Theatre.

Publications, reports, grants and resources

Department of Health

Have your say – dementia services survey - [click here](#)

The survey focuses on how effectively DBMAS and DTP are meeting the needs of individuals who care for people living with dementia and the needs of the person(s) they care for. We would like to know what is working well, and areas that could be improved. The online survey takes approximately 20-25 minutes to complete and closes on **30 November 2018**.

Information for Aged Care Providers - [click here](#)

Political Alerts

INDIGENOUS HEALTH STUDY TO 'PLUG GAPS IN DATA' (FED) - [click here](#)

RETIREMENT FUNDING IN THE AGEING CENTURY (FED) - [click here](#)

SUPPORTING OUR AGEING POPULATION (FED) - [click here](#)

AIHW: CHRONIC CONDITIONS AND DISABILITY 2015 (FED) - [click here](#)

LIFE EXPECTANCY GENDER GAP NARROWS (FED) - [click here](#)

NEW SIGHT SAVING RESOURCES FOR AUSTRALIA'S RESIDENTIAL AGED CARE FACILITIES (FED) - [click here](#)

Other Resources

Quality Standard newsletter - October 2018 [click here](#)

Resources for improving palliative services to home-based patients released Monday 29 October 2018 - [click here](#)

caring@home has released a range of best practice and consistent resources for community service providers, health care professionals and carers to support carers to help manage breakthrough symptoms safely in community-based palliative care patients using subcutaneous medicines.

Move It Aus Better Ageing Grant launched by the Australian Government - [click here](#)

Program Guidelines - [click here](#)

Australasian Journal on Ageing on the Go

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