



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- ACSA Collage of News Briefs

New England **Sector Support Team**



Phone: 02 6772 3950

# ACSA Member Update

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## National and State Home Care Data Program Reports - July to September 2018

Last Thursday the Department of Health released the Home Care Packages Program Data Reports. ACSA is now pleased to provide members with national and state-specific summaries of the *Home Care Packages Program - Data Report Overview July 1 – September 30 2018*.

The full national summary is available [here](#).

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](#)

To see the full summary from the Department of Health click [here](#).

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

Issue No. 94 | 06 December 2018

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



## A week of constructive member advocacy in Canberra

ACSA has been busy advocating on behalf of members in Canberra with a series of productive meetings with Minister Wyatt, the Deputy Prime Minister's office, the Shadow Minister for Ageing Julie Collins, the Opposition leader's office, and with the Department about the sustainability issues facing the industry.

We put forward actions to address these issues in both home and residential care – particularly in RRR areas and the homeless and concessional residents. We also

discussed with the Opposition significant key priority areas for members. The fact sheet we used with the politicians can be found [here](#).

We are participating in more meetings this week on that theme, and will be accompanied by some of our smaller members focusing on the major contribution aged care providers make to the social fabric and local economies in regional and rural areas, and the important work they do caring for older Australians in their local communities.

In other key meetings last week we:

- raised members' concerns regarding a communique from the Department re ACFI claims about the use of allied professionals with "limited registration" for pain management. The Department acted immediately in response and will now consult on this issue. They have already been in contact to start this process. The current practice needs to be kept in place to ensure residents can continue to access these important services particularly in regional, rural and remote areas.
- Met with Minister Wyatt, along with other peaks and members, to discuss home care pricing with a focus on achieving transparency without constraining innovation or impacting negatively on different business models. ACSA took the initiative in developing some solutions to the issues for the Minister to consider. We believe that members' views were heard and understood and are hopeful of a better outcome as a result. We will keep you updated on this one.
- Met with the new Aged Care Quality & Safety Commissioner, Janet Anderson for a wide ranging discussion on a number of Quality and Safety Commission matters. I also outlined the increasing member concerns about the current approach from the Agency and the importance of ensuring that procedural fairness and natural justice are afforded to all providers.

All residential and home care providers will have now received a request for information letter from the Royal Commission. As your peak body we are committed to providing guidance and resources to support you during the Royal Commission, including through our Royal Commission Advisory Panel.

If you are an ACSA member and have not received details on how to access the ACSA Royal Commission Advisory Panel, are not receiving our RC member updates or have any other questions or concerns about the RC please contact [rc@acsa.asn.au](mailto:rc@acsa.asn.au)

Regards,



Pat Sparrow, CEO

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## This Week in Politics



Yesterday, ACSA took three members who operate RRR residential aged care facilities to Federal Parliament to raise the increasingly concerning financial situation – particularly for them - and also for those who care for services homeless and those with large numbers of low means/concessional residents. [Continue](#)

[reading...](#)

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The full national summary is available [here](#). To access state-specific Home Care Data reports please email [memberadvice@acsa.asn.au](mailto:memberadvice@acsa.asn.au) or call the member advice line on 1300 877 855.



Royal Commission  
into Aged Care

## Royal Commission UPDATE

Last week ACSA sent three member updates on the Royal Commission into Aged Care. These updates included a copy of the request for information letter sent to all residential and home care providers, alongside information ACSA obtained from its

meeting with the Commission re member queries about the letter, and a link to the Commission's own guidance Q&A. [If you are an ACSA member and have not received details on how to access the ACSA Royal Commission Advisory Panel, are not receiving our RC member updates or have any other questions or concerns about the RC please contact \[rc@acsa.asn.au\]\(mailto:rc@acsa.asn.au\).](#)



### **ACSA member Residential Gardens acknowledged for innovative building and fostering art initiatives**

In the face of constant challenges, aged and community care providers across the country continue to provide exceptional services to their communities and celebrate their wins and successes. [Continue reading...](#)

### **My Aged Care Service Finder - LGBTI Specialisation**

The National LGBTI Health Alliance as a member of the Aged Care Sector Committee Diversity Sub Group has been asked to seek feedback on when an aged care provider can tick the "LGBTI" box on My Aged Care – what they need to have done and what evidence they need to provide. Feedback can be provided by completing this short survey - [click here](#) - by 11 December 2018.

### **Resource Utilisation and Classification Study – member update**

ACSA Recently attended the sector update on the RUCS project held by the Department of Health and presented by project lead Senior Professor Kathy Eagar of the Australian Health Services Research Institute at the University of Wollongong. We understand the project is on track to provide the final reports and recommendations to government late this year or early next year. We look forward to the release to the sector of these reports. For further detail on the November update please click [here](#)



## Join ACSA's Advisory Committees

Seeking a mix of member provider representatives from across various regions, with diverse skillsets and experience.

HOME CARE | RESIDENTIAL SERVICES | RETIREMENT LIVING | FINANCE | REGIONAL, RURAL & REMOTE

### ACSA Submission to Australian Building Codes Board Accessible Housing Options Paper

In October, the Australian Building Codes Board (ABCB) released its Accessible Housing Options Paper for consultation and called for submissions. The Options Paper provided a preliminary menu of options and costings on the possible inclusion of a minimum accessibility standard for housing in the National Construction Code (NCC). ACSA in its submission supported the introduction of accessible housing standards but supported limited application to the design of retirement villages. The ACSA submission can be found [here](#).

### Webinar 'Accessing the My Health Record via the National Provider Portal' - 11 December

On Tuesday 11 December the Australian Digital Health Agency will be holding a national 'Accessing the My Health Record via the National Provider Portal' webinar that will provide all health providers a step by step overview on how to access the My Health Record system via the National Provider Portal.

- Date and time: 1.00 - 2.00pm (AEDT time) on **Tuesday 11 December 2018**
- Where: Online (join via your computer - register beforehand [here](#))

The webinar will be recorded and made available following the event to individuals who are unable to join in on the day.

### Retirement Villages Amendment Bill 2018 (NSW)

On 24 November, the [Retirement Villages Amendment Bill 2018](#) (NSW) has passed both houses of Parliament but is yet to be assented to. The date of commencement has not been set. For more information from NSW Fair Trading, click [here](#)



## 'Applying the new Aged Care Quality Standards' Workshops - Feb 2019

Following the positive response by aged care providers to our New Quality Standards Workshops recently held, new places have opened for 2019. [Read](#)

[more](#)

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

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11 Dec\_ [Regional Workforce Forum - Illawarra](#) (NSW)

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11 Dec\_ [ACSA SA/NT Members Christmas Celebration](#) (SA)

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11 Dec\_ [ACSA WA Members Christmas Breakfast](#) (WA)

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5 & 6 Feb 2019\_ [Applying the new Aged Care Quality Standards: Hitting the target workshops](#)

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11 Feb 2019\_ [Webinar: 2018 Year in Review](#) (national)

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13 Feb 2019\_ [Retirement Village Management - One Day Intensive](#) (NSW) - early bird discount available!

[NSW/ACT](#)

[QLD](#)

[SA/NT](#)

[TAS](#)

[VIC](#)

[WA](#)

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## Media

5 December: [Access to dental services key to health outcomes for older Australians](#)

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## Other Events

### Transforming aging together, Toronto 17-19 September 2019

The [Global Ageing Network](#) is pleased to announce that the 2019 Global Ageing Conference, “This is Long Term Care 2019,” will take place September 17-19, 2019 at the Beanfield Centre in Toronto, Canada! The 2019 conference will be hosted in partnership with Ontario Long Term Care Association (OLTCA). More info [here](#)



**Quality in Aged Care**  
National Conference | 5th & 6th March 2019 | Sydney

**COTA**  
For older Australians

**ACSA**  
Aged & Community Services Australia

[VIEW BROCHURE](#)

Preparing for the New Quality Standards | Responding to the Royal Commission | Building Trust & Engaging with Consumers

**Are you ready to respond to the biggest challenges facing Aged Care?**

**Developed in partnership with COTA and ACSA**

5th & 6th March 2019 | Sydney Boulevard Hotel

**EARLY BIRD** - Book by 18/01/19 and SAVE \$400



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## Publications, reports, grants and resources

### Department of Health

Reminder: Participate in the Residential Care Offline Places Review - [click here](#)

The consultation closes on **Friday, 7 December 2018**.

2017-18 Report on the Operation of the Aged Care Act 1997 now available - [click here](#)

### Webinar on My Health Record and Aged Care

On Wednesday 14 November 2018, the Australian Digital Health Agency presented a Webinar to ACSA Members titled 'How can a My Health Record improve health outcomes for aged care consumers?'. Please, find a copy of the presentation slides [here](#). If you would like to watch a recording of the webinar, please click [here](#).

### Department of Human Services

#### Aged Care Payments Enquiry and Issues Framework

The Aged Care Payments Enquiry and Issues Framework (found [here](#)) will assist providers when contacting the Department and includes information about:

1. Initial enquiries.
2. Escalating an enquiry.
3. The Aged Care Providers Contact List.
4. Checks to undertake before lodging an enquiry.
5. A template to use for enquiries for a single care recipient or payment issue (a Word version of the template in Attachment C of the Framework can be found [here](#)).

6. A template to use for enquiries on multiple care recipients (a Word version of the template in Attachment D of the Framework can be found [here](#)).

The Department of Human Services has advised that if you have a claim or payment issue you should initially contact them by phoning the Medicare Payments Team on 1800 195 206 as many issues can be resolved over the phone. If you later need to send an email, the Medicare Payments Team email address is [aged.care.liaison@humanservices.gov.au](mailto:aged.care.liaison@humanservices.gov.au).

### Department of Social Services

Carer Gateway regional delivery partner grant opportunity and online industry briefing - [click here](#)

Applications close **5pm (AEDT) on 14 February 2019**.

### Political Alerts

INVESTMENT IN BUILDING COMMUNITY ORGANISATIONS AND OPPORTUNITIES FOR PEOPLE WITH DISABILITY (FED) - [click here](#)

LANDMARK REFORMS: THE AGED CARE ACT 20TH ANNIVERSARY (FED) - [click here](#)

### Other Resources

[Australasian Journal on Ageing](#)

### **To ACSA NSW & ACT Members**

Please be advised there will be a 2018 **General Meeting of Members at 11.30am, Monday 10 December 2018 at the ACSA Office**, Level 6, 5 Rider Boulevard, Rhodes NSW 2138:

- 1) Receiving of nominations and confirmation of new Councillors to join the for the NSW & ACT Divisional Advisory Council;
- 2) Royal Commission Update by Pat Sparrow - ACSA CEO including Q & A

Following this ACSA would invite members to a **light Christmas Lunch at 12.30pm**, at the ACSA Office with staff and supporters.

RSVP your attendance to the General Meeting and/or lunch to Kiki Edlund at [Kiki.Edlund@acsa.asn.au](mailto:Kiki.Edlund@acsa.asn.au)

Kind regards,

**Kiki Edlund**

- Executive Assistant
- Office Support Coordinator - Sydney



Level 6, 5 Rider Boulevard (PO Box 3124)  
Rhodes NSW 2138

P: (02) 8754 0400 | W: [www.acsa.asn.au](http://www.acsa.asn.au)

Member Line: 1300 877 855 | [memberadvice@acsa.asn.au](mailto:memberadvice@acsa.asn.au)

ACSA Member Update | 6 December 2018

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 **ACSA** Member Update

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## **ACSA not to sign on the Retirement Living Code of Conduct drafted by the Property Council**

ACSA has determined to take a “wait and see” approach and will not proceed with the proposed agreement between ACSA, the Property Council of Australia (PCA) and Leading Age Services Australia (LASA) on a national retirement living Code of Conduct.

A draft code was developed by the PCA in December 2017 in response to the significant negative public and media interest following the ABC and Fairfax stories relating to village contracts.

The intention was to strengthen the case in preventing government intervention in the form of a mandatory code or other legislative outcomes.

Extensive consultation was conducted on the draft Code and feedback received from consumer groups such as Retirement Villages Resident Associations, other industry groups and village residents.

ACSA sought feedback from our membership, Retirement Living Advisory Committees and State Divisional Councils.

ACSA’s decision to not proceed was based on:

- member feedback and advice including through our Committees and Councils
- mandatory legislation already in place in some states such as in SA and in NSW where a Code is currently being developed
- feedback that consumer groups were not satisfied with the drafted arrangements
- a broader code of conduct being developed through the Aged Care Workforce Strategy
- further regulatory developments that may flow from the Royal Commission

Regards,



Pat Sparrow, CEO

ACSA Member Update | 7 December 2018

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# ACSA Member Update



## Royal Commission into Aged Care



ACSA Advisory Panel

CLICK  
HERE

### Royal Commission Update - 5th Edition

If you or someone else in your organisation would like to be included on ACSA's Royal Commission mailing list please email [acsacommunications@acsa.asn.au](mailto:acsacommunications@acsa.asn.au) with your details.

Dear Debra,

The Directions Hearing for the Royal Commission is on 18 January 2019 in Adelaide. The Directions Hearings will set out the process that will be followed by the Royal Commission and the timetable, and other procedural issues.

It is possible that Practice Directions will be released prior to the Hearing (possibly before the end of this year) and provide a preliminary view of the approach to be taken. This occurred in the Banking Royal Commission.

While we understand and empathise about the timing of the request and the limited time in which to complete it, however, the Royal Commission has “extensive compulsory powers and may, if necessary, exercise those to secure the information in question”.

You will need to refer to the guidance document and obtain your own legal advice when appropriate in responding to the invitation letter. However, ACSA suggests that aged care providers do make a submission.

Below is some information to assist you prepare your response.

### **Do you have your information request letter?**

By now all providers who deliver services as Approved Providers under the *Aged Care Act 2017* should have received their “request for information” from the Royal Commission. If you have not received your letter contact: [ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)

Even if you haven’t received a letter it is suggested you commence preparing your response as if you have received a letter.

**NOTE:** This request currently only relates to Approved Providers under the *Aged Care Act*. If the Approved Provider also provides services under the Commonwealth Home Support Program, Veterans' Home Care Program or other grant funded programs those services do not come within the scope of this request. There may be further information requests that relate to other aged care services captured within the terms of reference of the Royal Commission as set out in the Letters Patent.

## Royal Commission Mailing List

ACSA has raised the issue of the data list being used by the Royal Commission and ensuring correct contact details to support communications. We have suggested the ability for providers to update their contacts and are awaiting advice on this.

## Frequently asked questions

Royal Commission frequently asked questions are [available here](#).

The Royal Commission will consider extensions for submissions on a case-by-case basis.

If you have further questions please contact ACSA on [rc@acsa.asn.au](mailto:rc@acsa.asn.au) and we will take them up with the Royal Commission for you or you can contact the Royal Commission directly on: [ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)

## Requesting information about your services from the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner

We understand that many providers want to make a thorough response and fully comply with the Royal Commission letter and in some instances have contacted the Complaints Commissioner or the Quality Agency.

ACSA is aware of some legal advice which suggests that this may be a problematic approach. It certainly raises questions about provider record keeping (even when that isn't the motivation for the contact).

On this basis ACSA suggests providers rely on their own records and those that are publicly available in preparing their response.

## Template for preparing your response

[Click here](#) to download a template you may find useful in preparing your response to the request for information (*please note: this is a MS word document*)



You will also need the “provider spreadsheet” prepared by the Royal Commission [here](#) (please note: this is a MS excel document)

It should be submitted by email

to [ACRCProviderResponses@royalcommission.gov.au](mailto:ACRCProviderResponses@royalcommission.gov.au) as:

- a PDF file that is machine-readable and word-searchable; as well as
- an Excel file with the completed summary tables requested in questions 1(c) and 2(c)

## Responding to broader aged care questions

In order to respond to the broader aged care questions, ACSA has compiled a list of submissions to reviews, inquiries and legislation over the past two years and the responses we have made including policy positions developed in consultation with members for your information: [click here](#)

The Royal Commission has also compiled a list of related documents: [available here](#)

We are also preparing, and will send out as soon as we can, a summary of ACSA policy positions in dot point for your information.

## Privacy concerns

The Royal Commission does not propose to publish the information provided, though it may publish aggregated data.

The response to the information request should be done with de-identified information. Terminology such as a “resident” would assist this deidentified approach.

Regards,



Pat Sparrow, CEO

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## Past editions of the Royal Commission Update newsletters

- [30 November: RC Q&A on provider information request published as letters sent to remaining providers](#)
  - [29 November: Clarification re request for information](#)
  - [26 November: Request for information letter now being sent](#)
  - [22 November: Important information](#)
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