



NESST (New England Sector Support Team) Newsflash



Dear All,

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

- NCOSS <https://www.ncoss.org.au/> - Training and Events
- Community Grants Hub- Disabled Peoples and Families Organisations – ILC Readiness Grant Round 2018-19
- <https://www.acsa.asn.au/> - News Briefs as attached
- Dept Fair Trading – Training in January

New England **Sector Support Team**



Phone: 02 6772 3950

NCOSS and NSW Legislative Council Workshop on Parliamentary Inquiries

13 March 2019 - 8:45am – 13 March 2019 - 12:45pm

This free workshop is aimed at people working in policy or management in the community sector, whose work potentially involves taking part in parliamentary inquiries.

[View this email in your browser](#)



Community
Grants Hub
Improving your grant experience



Closing soon: Disabled Peoples and Families Organisations – ILC Readiness Grant Round 2018-19

Please note, the questions and answers for this round were updated on Tuesday, 17 December 2018.
This round closes Friday, 21 December 2018 at 2:00 pm AEDT.

For further information about eligibility and how to apply, go to the [Community Grants Hub website](#).
Information about applying for this funding round can also be found on [GrantConnect](#).



Dear all,

A reminder email to everyone.

Christmas BBQ – Tuesday 18th December at 12pm

Location : Freeman House, 1 Crescent street Armidale 2350

Please join us with your clients for Sausage sizzle to say good bye 2018 and celebrate the festive season . We look forward to meet you all.

Thanks

Madan

Madan Narayanamurthy | OLC Project Officer
Support Services | St Vincent de Paul Society NSW Support Services | Freeman House

d (02) 6776 8115

Madan.Narayanamurthy@vinnies.org.au | www.vinnies.org.au





**Investing
for Good.**
A platform for impact



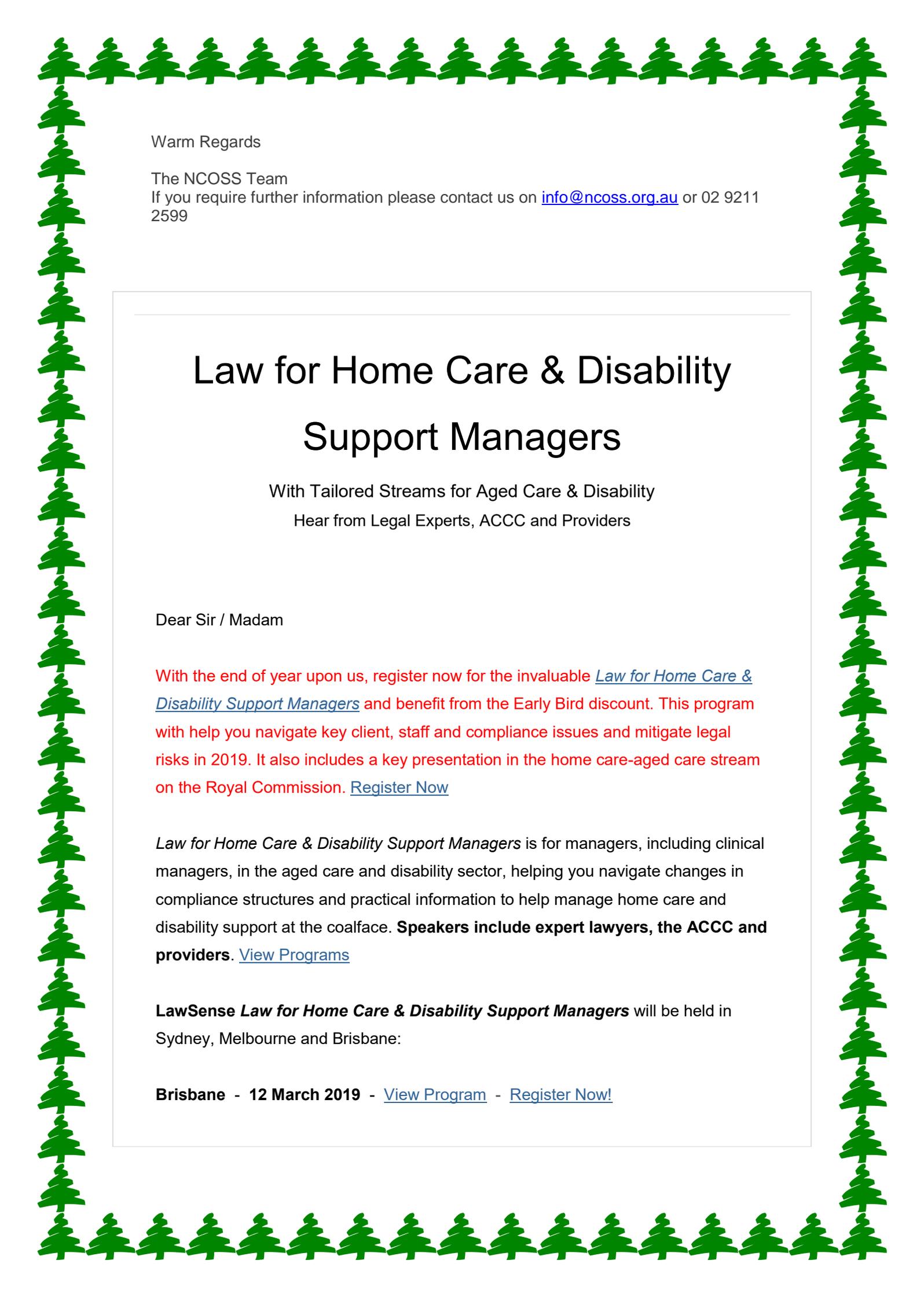
Investing for Good Conference - Thursday 9th May 2019

Have you got your ticket?

Get in quick to receive a 20% discount with early bird prices starting from only \$200.00 (for member and community sector organisations). [Register now!](#)

The [Investing for Good Conference 2019](#) will enhance, nurture and showcase the capacity of the social service sector to engage with impact investment and outcomes contracting. It is designed to give attendees networking opportunities and practical takeouts, specifically in regards to building the necessary skills to meaningfully engage with social impact investment to adapt to a changing funding landscape.

Stay up to date with all the latest announcements [HERE!](#)



Warm Regards

The NCOSS Team

If you require further information please contact us on info@ncoss.org.au or 02 9211 2599

Law for Home Care & Disability Support Managers

With Tailored Streams for Aged Care & Disability
Hear from Legal Experts, ACCC and Providers

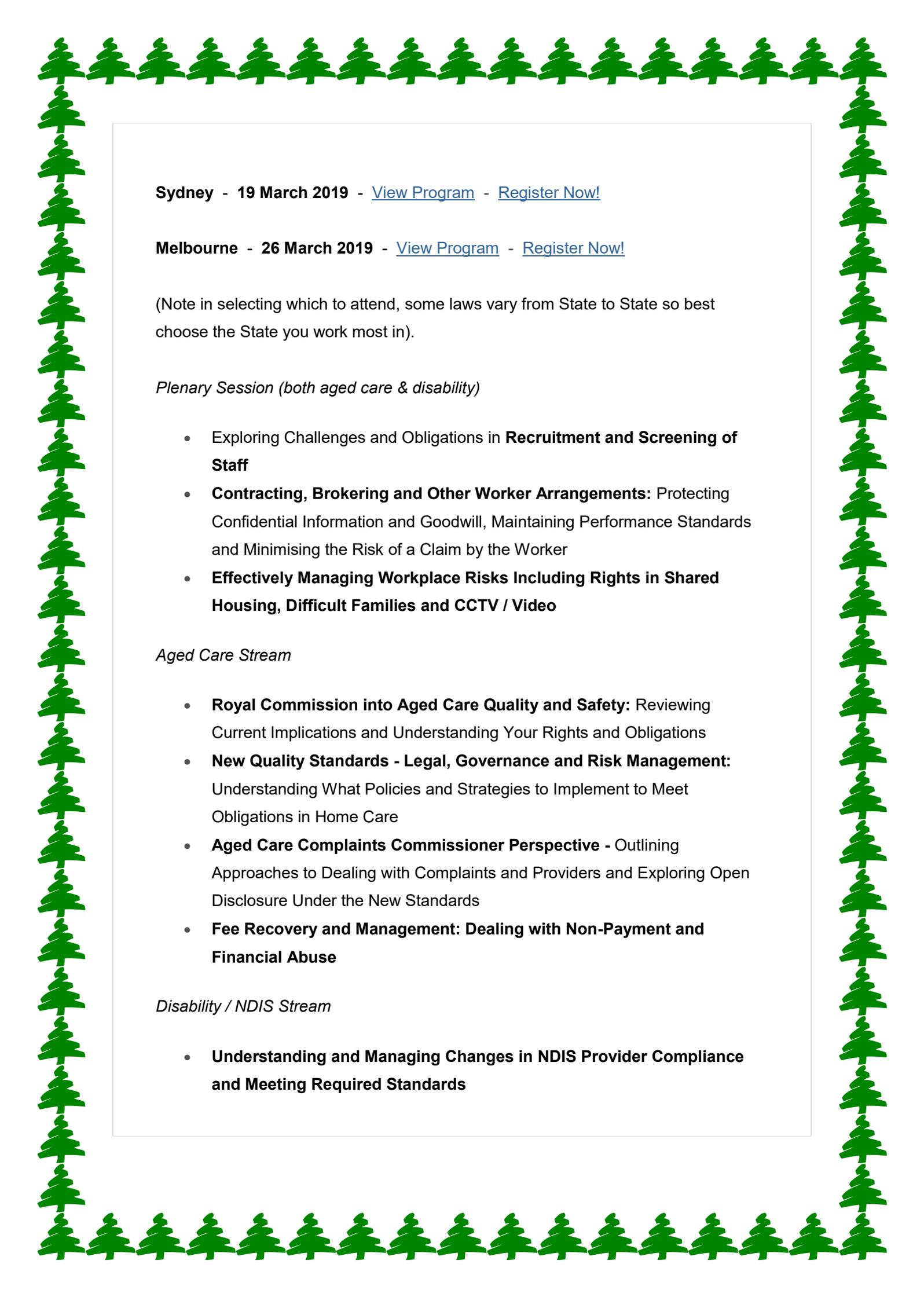
Dear Sir / Madam

With the end of year upon us, register now for the invaluable [Law for Home Care & Disability Support Managers](#) and benefit from the Early Bird discount. This program with help you navigate key client, staff and compliance issues and mitigate legal risks in 2019. It also includes a key presentation in the home care-aged care stream on the Royal Commission. [Register Now](#)

Law for Home Care & Disability Support Managers is for managers, including clinical managers, in the aged care and disability sector, helping you navigate changes in compliance structures and practical information to help manage home care and disability support at the coalface. **Speakers include expert lawyers, the ACCC and providers.** [View Programs](#)

LawSense Law for Home Care & Disability Support Managers will be held in Sydney, Melbourne and Brisbane:

Brisbane - 12 March 2019 - [View Program](#) - [Register Now!](#)



Sydney - 19 March 2019 - [View Program](#) - [Register Now!](#)

Melbourne - 26 March 2019 - [View Program](#) - [Register Now!](#)

(Note in selecting which to attend, some laws vary from State to State so best choose the State you work most in).

Plenary Session (both aged care & disability)

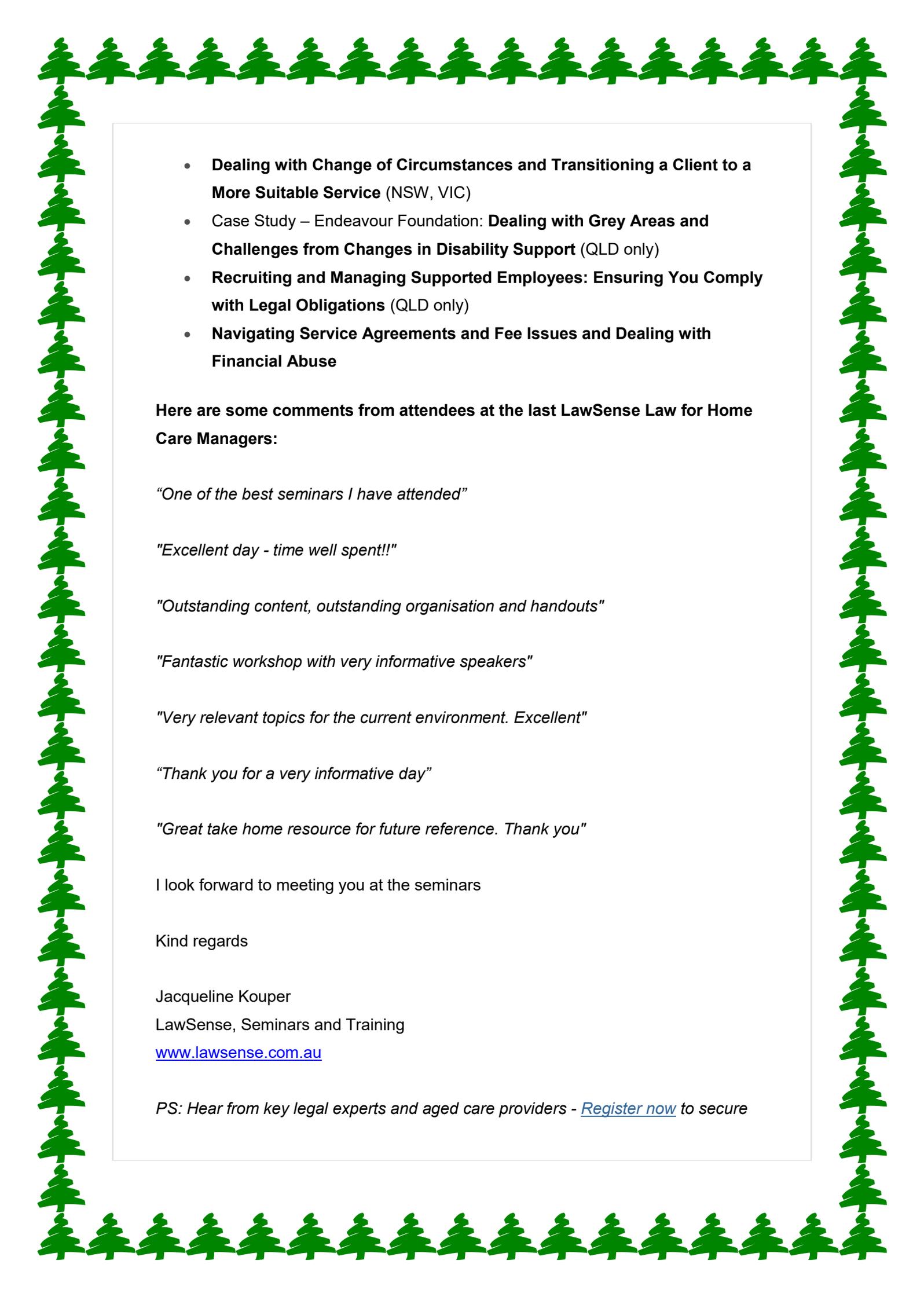
- Exploring Challenges and Obligations in **Recruitment and Screening of Staff**
- **Contracting, Brokering and Other Worker Arrangements:** Protecting Confidential Information and Goodwill, Maintaining Performance Standards and Minimising the Risk of a Claim by the Worker
- **Effectively Managing Workplace Risks Including Rights in Shared Housing, Difficult Families and CCTV / Video**

Aged Care Stream

- **Royal Commission into Aged Care Quality and Safety:** Reviewing Current Implications and Understanding Your Rights and Obligations
- **New Quality Standards - Legal, Governance and Risk Management:** Understanding What Policies and Strategies to Implement to Meet Obligations in Home Care
- **Aged Care Complaints Commissioner Perspective** - Outlining Approaches to Dealing with Complaints and Providers and Exploring Open Disclosure Under the New Standards
- **Fee Recovery and Management: Dealing with Non-Payment and Financial Abuse**

Disability / NDIS Stream

- **Understanding and Managing Changes in NDIS Provider Compliance and Meeting Required Standards**

- 
- **Dealing with Change of Circumstances and Transitioning a Client to a More Suitable Service** (NSW, VIC)
 - Case Study – Endeavour Foundation: **Dealing with Grey Areas and Challenges from Changes in Disability Support** (QLD only)
 - **Recruiting and Managing Supported Employees: Ensuring You Comply with Legal Obligations** (QLD only)
 - **Navigating Service Agreements and Fee Issues and Dealing with Financial Abuse**

Here are some comments from attendees at the last LawSense Law for Home Care Managers:

"One of the best seminars I have attended"

"Excellent day - time well spent!!"

"Outstanding content, outstanding organisation and handouts"

"Fantastic workshop with very informative speakers"

"Very relevant topics for the current environment. Excellent"

"Thank you for a very informative day"

"Great take home resource for future reference. Thank you"

I look forward to meeting you at the seminars

Kind regards

Jacqueline Kouper

LawSense, Seminars and Training

www.lawsense.com.au

PS: Hear from key legal experts and aged care providers - [Register now](#) to secure

your place

[View this email in your browser](#)

ACSA Member Update | 14 December 2018

[View this email in your browser](#)

ACSA Member Update



Royal Commission into Aged Care

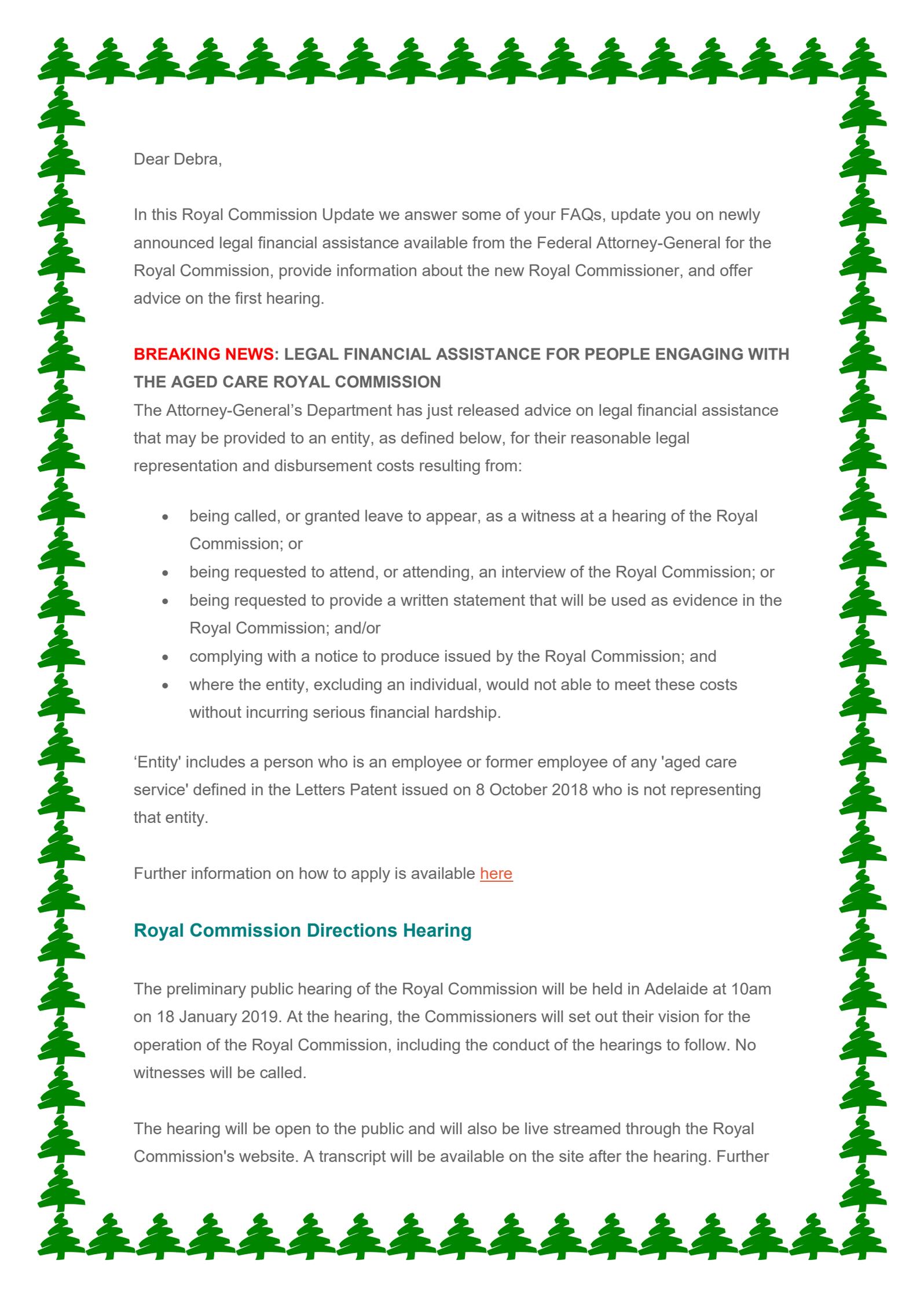


ACSA Advisory Panel

CLICK
HERE

Royal Commission Update - 6th 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 with your details.



Dear Debra,

In this Royal Commission Update we answer some of your FAQs, update you on newly announced legal financial assistance available from the Federal Attorney-General for the Royal Commission, provide information about the new Royal Commissioner, and offer advice on the first hearing.

BREAKING NEWS: LEGAL FINANCIAL ASSISTANCE FOR PEOPLE ENGAGING WITH THE AGED CARE ROYAL COMMISSION

The Attorney-General's Department has just released advice on legal financial assistance that may be provided to an entity, as defined below, for their reasonable legal representation and disbursement costs resulting from:

- being called, or granted leave to appear, as a witness at a hearing of the Royal Commission; or
- being requested to attend, or attending, an interview of the Royal Commission; or
- being requested to provide a written statement that will be used as evidence in the Royal Commission; and/or
- complying with a notice to produce issued by the Royal Commission; and
- where the entity, excluding an individual, would not be able to meet these costs without incurring serious financial hardship.

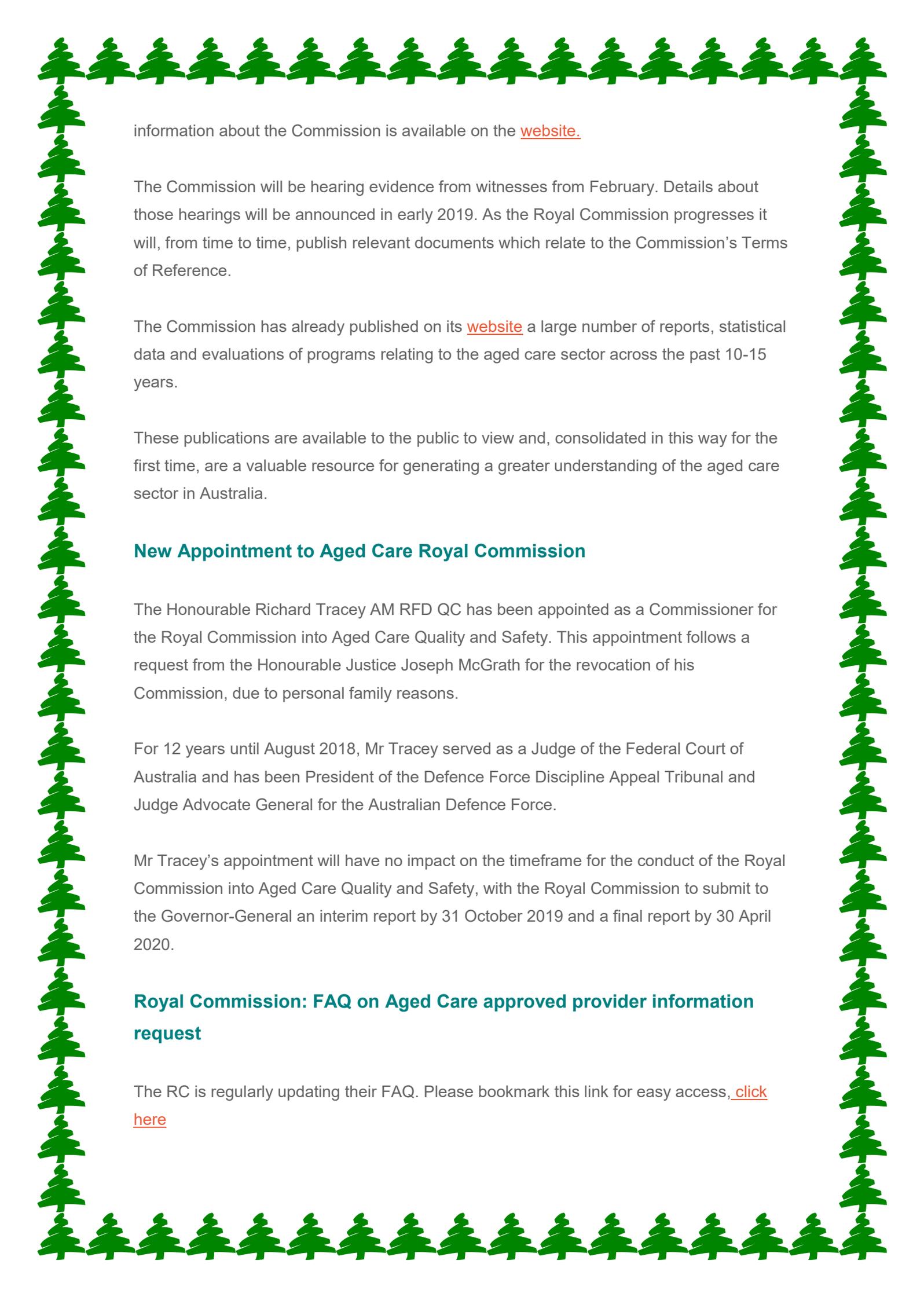
'Entity' includes a person who is an employee or former employee of any 'aged care service' defined in the Letters Patent issued on 8 October 2018 who is not representing that entity.

Further information on how to apply is available [here](#)

Royal Commission Directions Hearing

The preliminary public hearing of the Royal Commission will be held in Adelaide at 10am on 18 January 2019. At the hearing, the Commissioners will set out their vision for the operation of the Royal Commission, including the conduct of the hearings to follow. No witnesses will be called.

The hearing will be open to the public and will also be live streamed through the Royal Commission's website. A transcript will be available on the site after the hearing. Further



information about the Commission is available on the [website](#).

The Commission will be hearing evidence from witnesses from February. Details about those hearings will be announced in early 2019. As the Royal Commission progresses it will, from time to time, publish relevant documents which relate to the Commission's Terms of Reference.

The Commission has already published on its [website](#) a large number of reports, statistical data and evaluations of programs relating to the aged care sector across the past 10-15 years.

These publications are available to the public to view and, consolidated in this way for the first time, are a valuable resource for generating a greater understanding of the aged care sector in Australia.

New Appointment to Aged Care Royal Commission

The Honourable Richard Tracey AM RFD QC has been appointed as a Commissioner for the Royal Commission into Aged Care Quality and Safety. This appointment follows a request from the Honourable Justice Joseph McGrath for the revocation of his Commission, due to personal family reasons.

For 12 years until August 2018, Mr Tracey served as a Judge of the Federal Court of Australia and has been President of the Defence Force Discipline Appeal Tribunal and Judge Advocate General for the Australian Defence Force.

Mr Tracey's appointment will have no impact on the timeframe for the conduct of the Royal Commission into Aged Care Quality and Safety, with the Royal Commission to submit to the Governor-General an interim report by 31 October 2019 and a final report by 30 April 2020.

Royal Commission: FAQ on Aged Care approved provider information request

The RC is regularly updating their FAQ. Please bookmark this link for easy access, [click here](#)



New inclusions: A note cautioning about the risk of defamation; the period of time to be included in the response; those who have been invited to provide information at this point; the inclusion of incidents of abuse of staff; and further clarification of 'sub-standard care'.

Below are Royal Commission responses to FAQs from ACSA members:

Am I required to provide this information to the Royal Commission?

The Royal Commission is asking for your assistance and cooperation. At this time, you are not compelled to provide any or all of the information requested. However, the Royal Commission has extensive compulsory powers and may, if necessary, exercise those to secure the information in question.

All individuals are recommended to take particular care when considering making submissions or providing information to the Commission that could be defamatory – such as statements or implications that may damage the reputation of another person. There should be some common law or statutory protection available to a person who is sued for defamation, provided that any allegedly defamatory statements or imputations in the submissions or information given to the Commission were made by the person in good faith for the proper purposes of the Commission. If an individual has concerns that information that he or she is considering providing to the Commission may be defamatory, the individual should consider seeking independent legal advice.

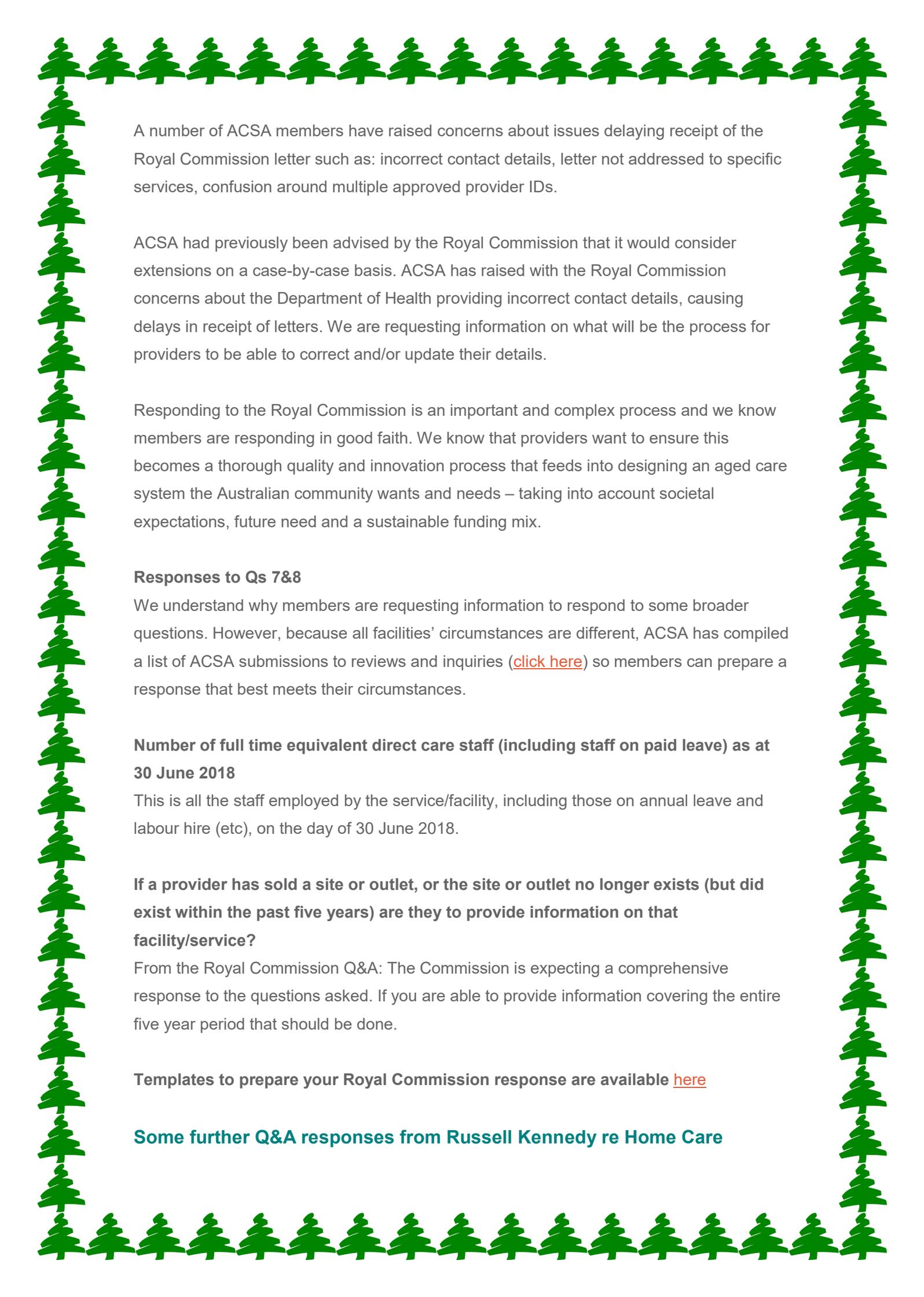
Does this request apply to services under the Commonwealth Home Support Program, the Veterans' Home Care Program or other grant funded programs?

No. This request only relates to approved providers under the Aged Care Act. Approved providers should respond in relation to the aged care services provided by them under that 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.

ACSA responses to FAQ from members

ACSA has a number of member questions currently with the Royal Commission. We will update the Q&A document as the responses are received. Below are some issues and concerns from ACSA members we are currently addressing or have a response to.

Royal Commission contact details incorrect



A number of ACSA members have raised concerns about issues delaying receipt of the Royal Commission letter such as: incorrect contact details, letter not addressed to specific services, confusion around multiple approved provider IDs.

ACSA had previously been advised by the Royal Commission that it would consider extensions on a case-by-case basis. ACSA has raised with the Royal Commission concerns about the Department of Health providing incorrect contact details, causing delays in receipt of letters. We are requesting information on what will be the process for providers to be able to correct and/or update their details.

Responding to the Royal Commission is an important and complex process and we know members are responding in good faith. We know that providers want to ensure this becomes a thorough quality and innovation process that feeds into designing an aged care system the Australian community wants and needs – taking into account societal expectations, future need and a sustainable funding mix.

Responses to Qs 7&8

We understand why members are requesting information to respond to some broader questions. However, because all facilities' circumstances are different, ACSA has compiled a list of ACSA submissions to reviews and inquiries ([click here](#)) so members can prepare a response that best meets their circumstances.

Number of full time equivalent direct care staff (including staff on paid leave) as at 30 June 2018

This is all the staff employed by the service/facility, including those on annual leave and labour hire (etc), on the day of 30 June 2018.

If a provider has sold a site or outlet, or the site or outlet no longer exists (but did exist within the past five years) are they to provide information on that facility/service?

From the Royal Commission Q&A: The Commission is expecting a comprehensive response to the questions asked. If you are able to provide information covering the entire five year period that should be done.

Templates to prepare your Royal Commission response are available [here](#)

Some further Q&A responses from Russell Kennedy re Home Care



Overview of answers

The request does require you to review all occasions of substandard care (not just all provision of care) over the five year period. This will certainly involve an extensive audit of all records held by you for each of your outlets including some care plans. It doesn't require providers to re-examine every instance of care provided and you can restrict your review to those areas where you would have recorded the complaint or incident.

We recommend that providers start with the Areas of Care listed in the Tables at 1 (c) and 2 (c) that are easily measured in the registers and reports generated before conducting care plan reviews. However, care plan reviews, even sampling a handful for auditing, will be required particularly if certain clients appear in complaints or incidents. You'll need to review these care plans to close out the questions either side of the data to be entered into the Tables in the information request in any case.

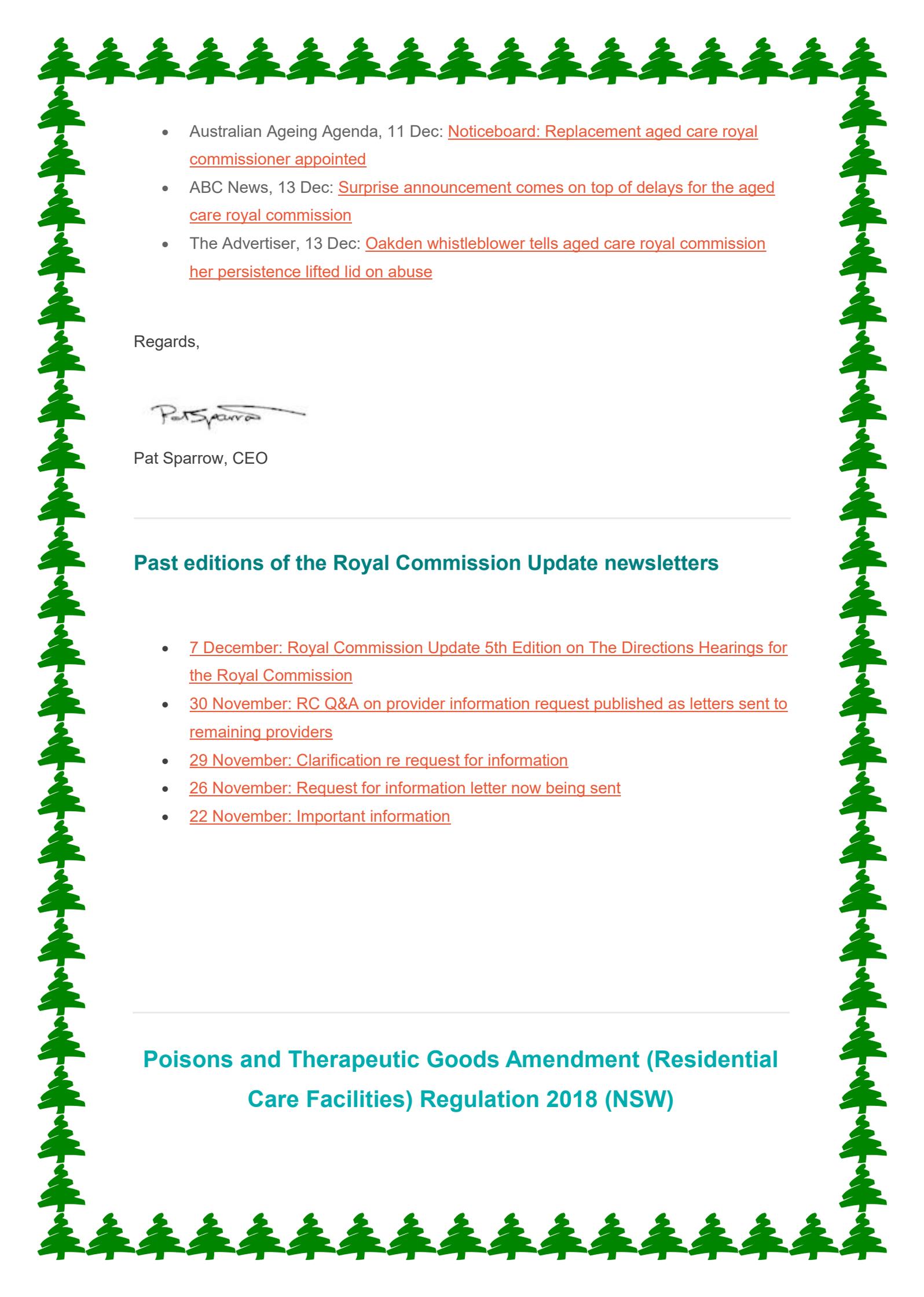
We would warn against interpreting the terms "are aware of" without reference to "ought to be aware [of]" from the Commission's FAQ – a search that doesn't go beyond a unit record data level will not be welcome and could risk triggering a formal request for information, particularly if a complaint or concern is raised with the Royal Commission directly and its of such a nature that should have been reported but wasn't looked for in the documents you have to hand.

In regards to complaints - only those complaints which raise concerns about substandard care should be included – not just those complaints that were substantiated but rather all allegations need to be included even if you didn't agree. Given the broad scope of the request, this should be those made externally and any internal complaints which go beyond those day-to-day concerns like minor issues.

For further assistance, Russell Kennedy's contact details are available in the [ACSA RC Advisory Panel](#)

Royal Commission in the media

- The Weekly Source, 11 Dec: [Estia expands whistle-blower hotline and established sub-committee ahead of Royal Commission](#)
- SBS, 11 Dec: [New aged care royal commissioner appointed](#)

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- Australian Ageing Agenda, 11 Dec: [Noticeboard: Replacement aged care royal commissioner appointed](#)
 - ABC News, 13 Dec: [Surprise announcement comes on top of delays for the aged care royal commission](#)
 - The Advertiser, 13 Dec: [Oakden whistleblower tells aged care royal commission her persistence lifted lid on abuse](#)

Regards,

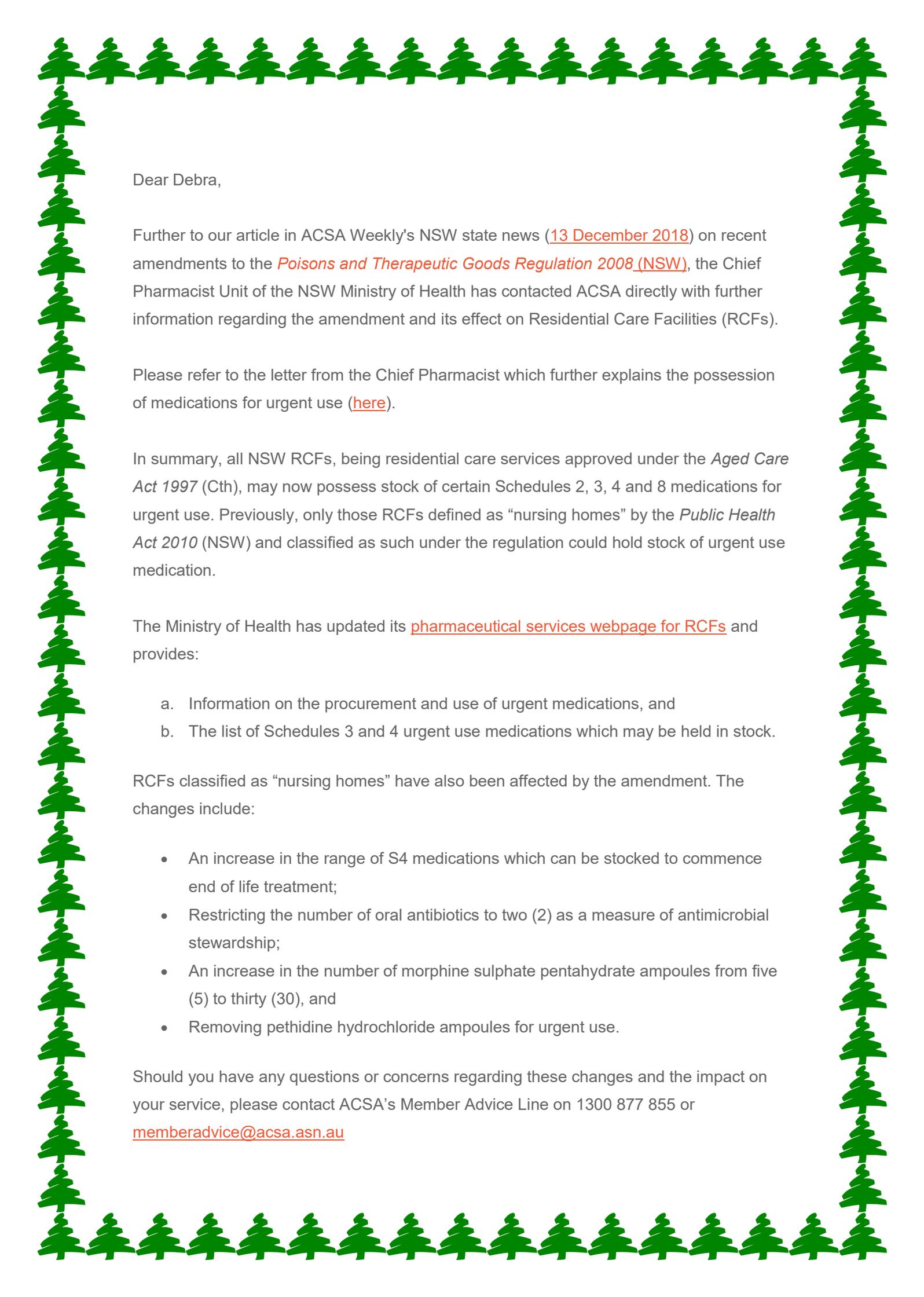


Pat Sparrow, CEO

Past editions of the Royal Commission Update newsletters

- [7 December: Royal Commission Update 5th Edition on The Directions Hearings for the Royal Commission](#)
- [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](#)

Poisons and Therapeutic Goods Amendment (Residential Care Facilities) Regulation 2018 (NSW)



Dear Debra,

Further to our article in ACSA Weekly's NSW state news ([13 December 2018](#)) on recent amendments to the *Poisons and Therapeutic Goods Regulation 2008 (NSW)*, the Chief Pharmacist Unit of the NSW Ministry of Health has contacted ACSA directly with further information regarding the amendment and its effect on Residential Care Facilities (RCFs).

Please refer to the letter from the Chief Pharmacist which further explains the possession of medications for urgent use ([here](#)).

In summary, all NSW RCFs, being residential care services approved under the *Aged Care Act 1997 (Cth)*, may now possess stock of certain Schedules 2, 3, 4 and 8 medications for urgent use. Previously, only those RCFs defined as "nursing homes" by the *Public Health Act 2010 (NSW)* and classified as such under the regulation could hold stock of urgent use medication.

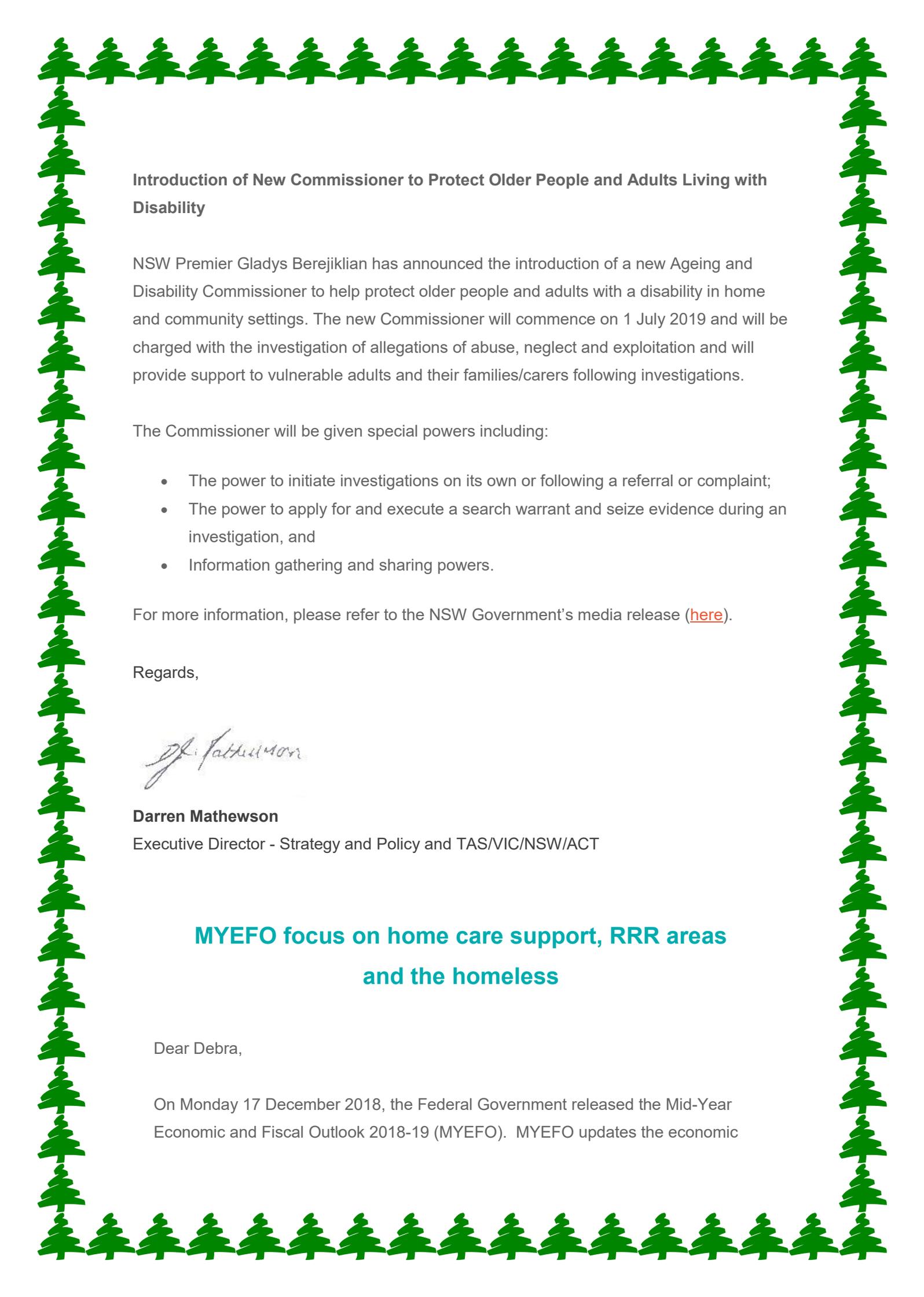
The Ministry of Health has updated its [pharmaceutical services webpage for RCFs](#) and provides:

- a. Information on the procurement and use of urgent medications, and
- b. The list of Schedules 3 and 4 urgent use medications which may be held in stock.

RCFs classified as "nursing homes" have also been affected by the amendment. The changes include:

- An increase in the range of S4 medications which can be stocked to commence end of life treatment;
- Restricting the number of oral antibiotics to two (2) as a measure of antimicrobial stewardship;
- An increase in the number of morphine sulphate pentahydrate ampoules from five (5) to thirty (30), and
- Removing pethidine hydrochloride ampoules for urgent use.

Should you have any questions or concerns regarding these changes and the impact on your service, please contact ACSA's Member Advice Line on 1300 877 855 or memberadvice@acsa.asn.au



Introduction of New Commissioner to Protect Older People and Adults Living with Disability

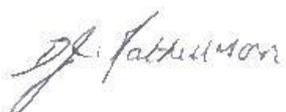
NSW Premier Gladys Berejiklian has announced the introduction of a new Ageing and Disability Commissioner to help protect older people and adults with a disability in home and community settings. The new Commissioner will commence on 1 July 2019 and will be charged with the investigation of allegations of abuse, neglect and exploitation and will provide support to vulnerable adults and their families/carers following investigations.

The Commissioner will be given special powers including:

- The power to initiate investigations on its own or following a referral or complaint;
- The power to apply for and execute a search warrant and seize evidence during an investigation, and
- Information gathering and sharing powers.

For more information, please refer to the NSW Government's media release ([here](#)).

Regards,



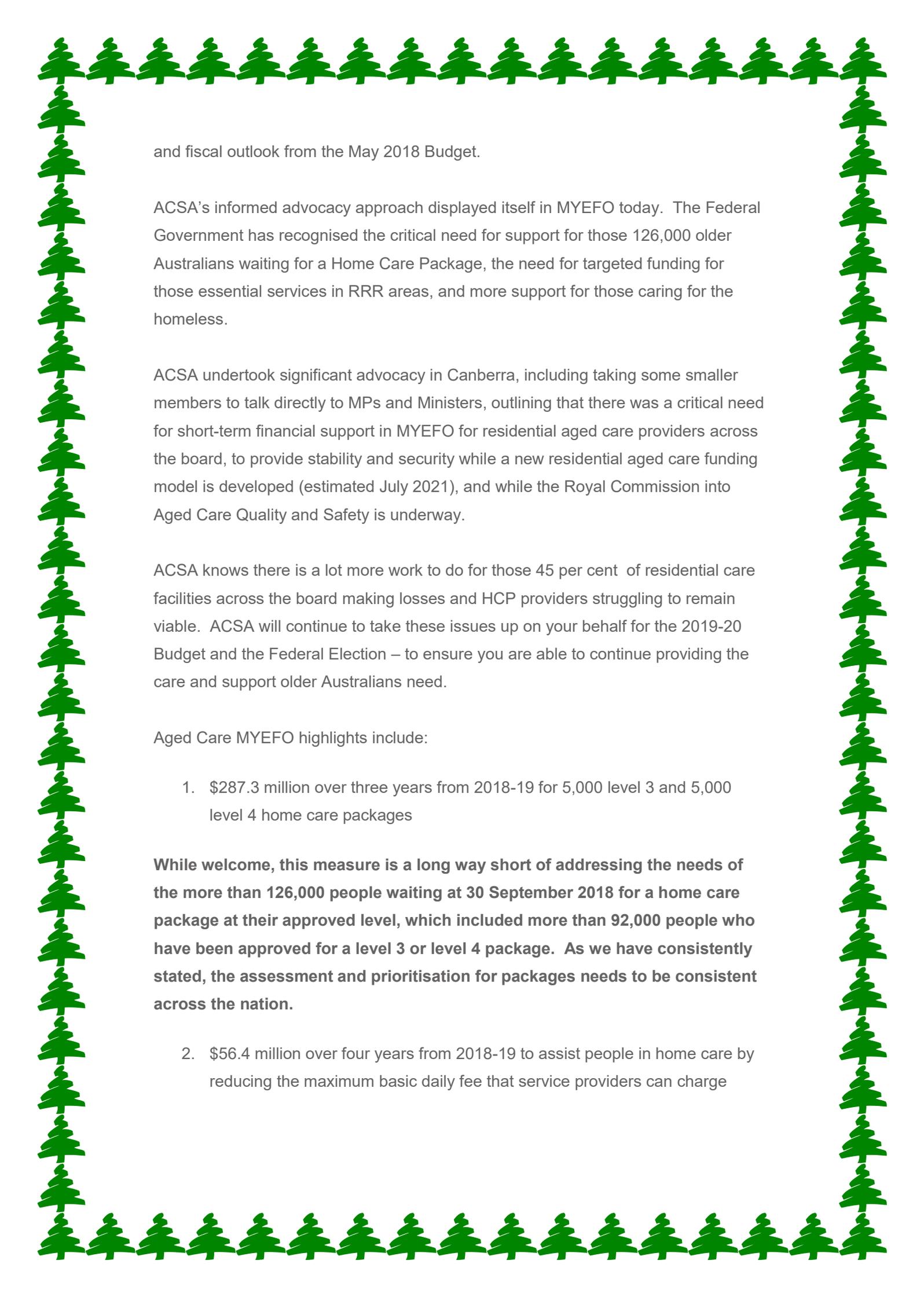
Darren Mathewson

Executive Director - Strategy and Policy and TAS/VIC/NSW/ACT

MYEFO focus on home care support, RRR areas and the homeless

Dear Debra,

On Monday 17 December 2018, the Federal Government released the Mid-Year Economic and Fiscal Outlook 2018-19 (MYEFO). MYEFO updates the economic



and fiscal outlook from the May 2018 Budget.

ACSA's informed advocacy approach displayed itself in MYEFO today. The Federal Government has recognised the critical need for support for those 126,000 older Australians waiting for a Home Care Package, the need for targeted funding for those essential services in RRR areas, and more support for those caring for the homeless.

ACSA undertook significant advocacy in Canberra, including taking some smaller members to talk directly to MPs and Ministers, outlining that there was a critical need for short-term financial support in MYEFO for residential aged care providers across the board, to provide stability and security while a new residential aged care funding model is developed (estimated July 2021), and while the Royal Commission into Aged Care Quality and Safety is underway.

ACSA knows there is a lot more work to do for those 45 per cent of residential care facilities across the board making losses and HCP providers struggling to remain viable. ACSA will continue to take these issues up on your behalf for the 2019-20 Budget and the Federal Election – to ensure you are able to continue providing the care and support older Australians need.

Aged Care MYEFO highlights include:

1. \$287.3 million over three years from 2018-19 for 5,000 level 3 and 5,000 level 4 home care packages

While welcome, this measure is a long way short of addressing the needs of the more than 126,000 people waiting at 30 September 2018 for a home care package at their approved level, which included more than 92,000 people who have been approved for a level 3 or level 4 package. As we have consistently stated, the assessment and prioritisation for packages needs to be consistent across the nation.

2. \$56.4 million over four years from 2018-19 to assist people in home care by reducing the maximum basic daily fee that service providers can charge



ACSA supports the proposal to reduce the daily maximum fee for people on level 1, 2 and 3 packages, so it is proportional to the level of care received. This adjustment sends the right price signal to encourage people to take up the lower level packages. The Government announced a top-up payment for additional services by providers that is the same amount as the fee reduction. We will get additional details from the Government on what this will mean in practice.

3. \$111.2 million over four years from 2018-19 to increase the residential care viability and homeless supplements by 30 per cent to support people in residential aged care in regional, rural and remote areas of Australia and those at risk of homelessness

ACSA welcomes the \$101.9 million to boost the viability supplement for eligible residential providers over four years, noting that this relates to approximately 550 providers, incorporating around 13,500 residents. StewartBrown's financial results for the 2018 financial year show 63.5 per cent of outer regional, rural and remote facilities are experiencing a negative operating result, with 37 per cent operating with a cash deficiency. While we know this will not fully address the financial issues members are facing, it is at the least an acknowledgement of financial stress and an increase in funding. ACSA will continue to advocate for the needs of rural and remote service providers in the coming months.

Additionally, ACSA welcomes the announced 30 per cent increase to the homelessness supplement through a \$9.3 million increase, this relating to 42 residential services or 1,700 residents. ACSA has previously lobbied on behalf of services to homeless older Australians, requesting a funding boost of \$10 million annually over the forward estimates so we will be continuing our efforts in this important space.

4. \$15.6 million over four years from 2018-19 to the Department of Health, the Australian Aged Care Quality Agency and the Aged Care Quality and Safety Commission to improve regulatory arrangements and the quality of aged care services, including expanded audit and compliance processes



ACSA understands that there has been ongoing development of the Australian Aged Care Quality Agency's approach to risk management and risk profiling, along with the introduction of the Budget measure to introduce the unannounced reaccreditation regime. Any expanded audit and compliance regimes need to ensure minimised impact on the effective operations of approved providers, including ensuring transparency of process and natural justice for providers.

5. \$0.6 million in 2018-19 to support implementation with aged care providers of workforce improvements recommended in the Aged Care Workforce Taskforce report, '*A matter of care — Australia's aged care workforce strategy*'

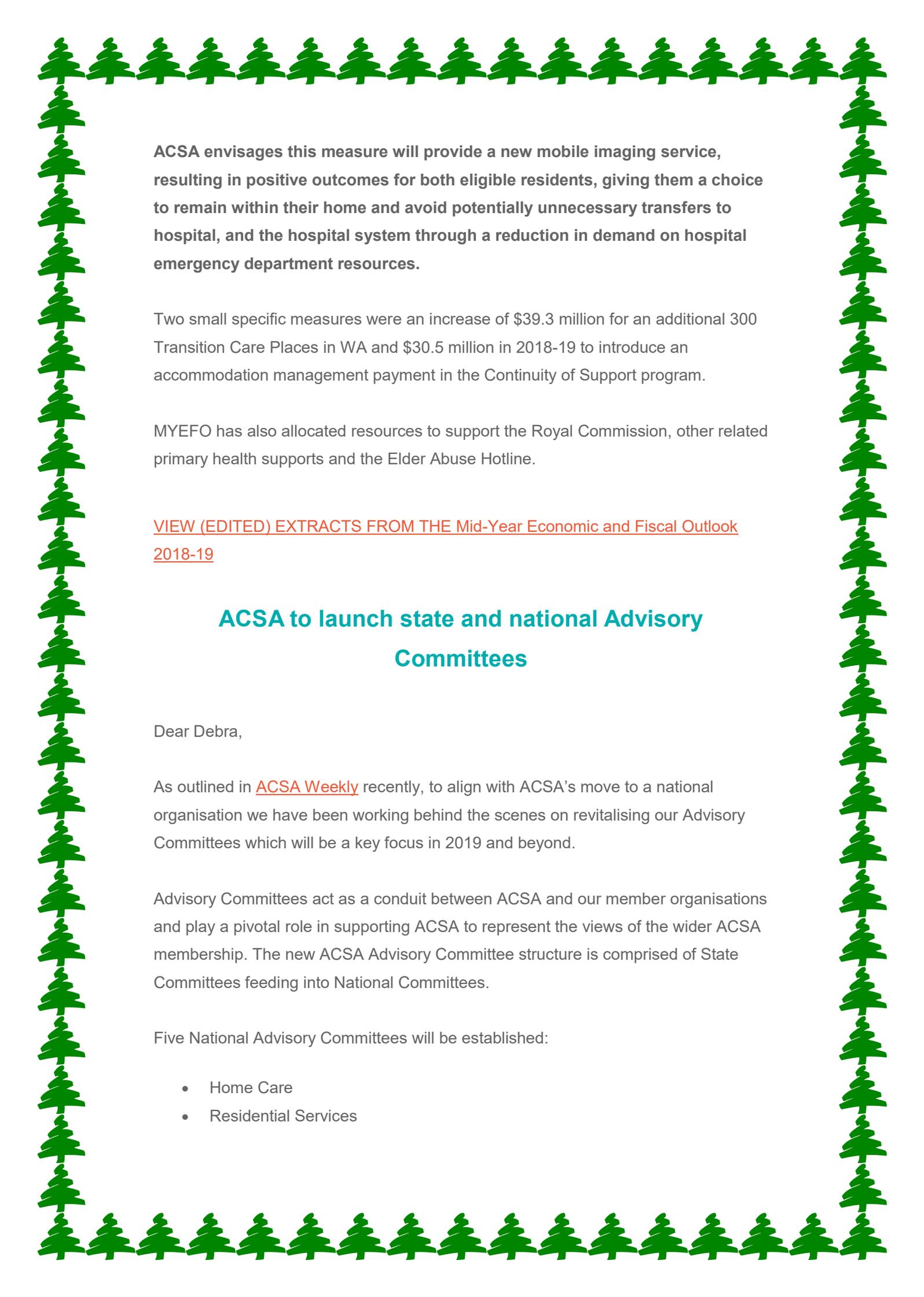
ACSA welcomes this measure but there must be a greater allocation of resources for the implementation of these strategies. Current resourcing will not ensure the success of these transformative actions that are critical to the growing aged care industry, its workforce and consumers.

6. \$98 million over four years from 2018-19 to increase the Medicare Benefits Schedule (MBS) fees for General Practitioners (GPs) attending a residential aged care facility to help ensure that GPs have appropriate incentives to provide care in aged care facilities

ACSA supports measures that provide positive incentives for GPs to continue to provide valuable medical support to older Australians living in residential facilities. In its 2017 AMA Aged Care Survey Report the GPs identified increasing Medicare rebates to ensure medical practitioners are properly compensated for non-contact time. It is important that this measure be closely monitored post-implementation to assess the success in increasing access and responsiveness of GPs to resident's needs.

The pending cessation of the current incentive program also remains a concern.

7. A new diagnostic item for the mobile provision of limited skeletal, chest and skeletal x-rays to patients within residential aged care facilities



ACSA envisages this measure will provide a new mobile imaging service, resulting in positive outcomes for both eligible residents, giving them a choice to remain within their home and avoid potentially unnecessary transfers to hospital, and the hospital system through a reduction in demand on hospital emergency department resources.

Two small specific measures were an increase of \$39.3 million for an additional 300 Transition Care Places in WA and \$30.5 million in 2018-19 to introduce an accommodation management payment in the Continuity of Support program.

MYEFO has also allocated resources to support the Royal Commission, other related primary health supports and the Elder Abuse Hotline.

[VIEW \(EDITED\) EXTRACTS FROM THE Mid-Year Economic and Fiscal Outlook 2018-19](#)

ACSA to launch state and national Advisory Committees

Dear Debra,

As outlined in [ACSA Weekly](#) recently, to align with ACSA's move to a national organisation we have been working behind the scenes on revitalising our Advisory Committees which will be a key focus in 2019 and beyond.

Advisory Committees act as a conduit between ACSA and our member organisations and play a pivotal role in supporting ACSA to represent the views of the wider ACSA membership. The new ACSA Advisory Committee structure is comprised of State Committees feeding into National Committees.

Five National Advisory Committees will be established:

- Home Care
- Residential Services

- Retirement Living
- Finance
- Regional, Rural and Remote

The Regional, Rural and Remote Committee will only operate at the national level at the moment.

Divisional Councils have endorsed which particular State Advisory Committees will be established or continued within their jurisdiction.

	WA	SA/NT	QLD	NSW/ACT*	VIC
Home Care	✓	✓	✓	✓	✓
Residential Services	✓	✓	✓	✓	✓
Retirement Living	✓	✓	✓	✓	N/A
Finance	N/A	✓	✓	✓	✓

*Note: the specific NSW Committees - Employee Relations, Procurement, Building & Sustainability will continue as will the network of Regional Committees.

Each State Advisory Committee will nominate a chair who will then represent the State on the aligned National Advisory Committee. In States where no formal State Advisory Committee exists, the Executive Director will work with Divisional Councils to nominate a State representative for the National Advisory Committee.

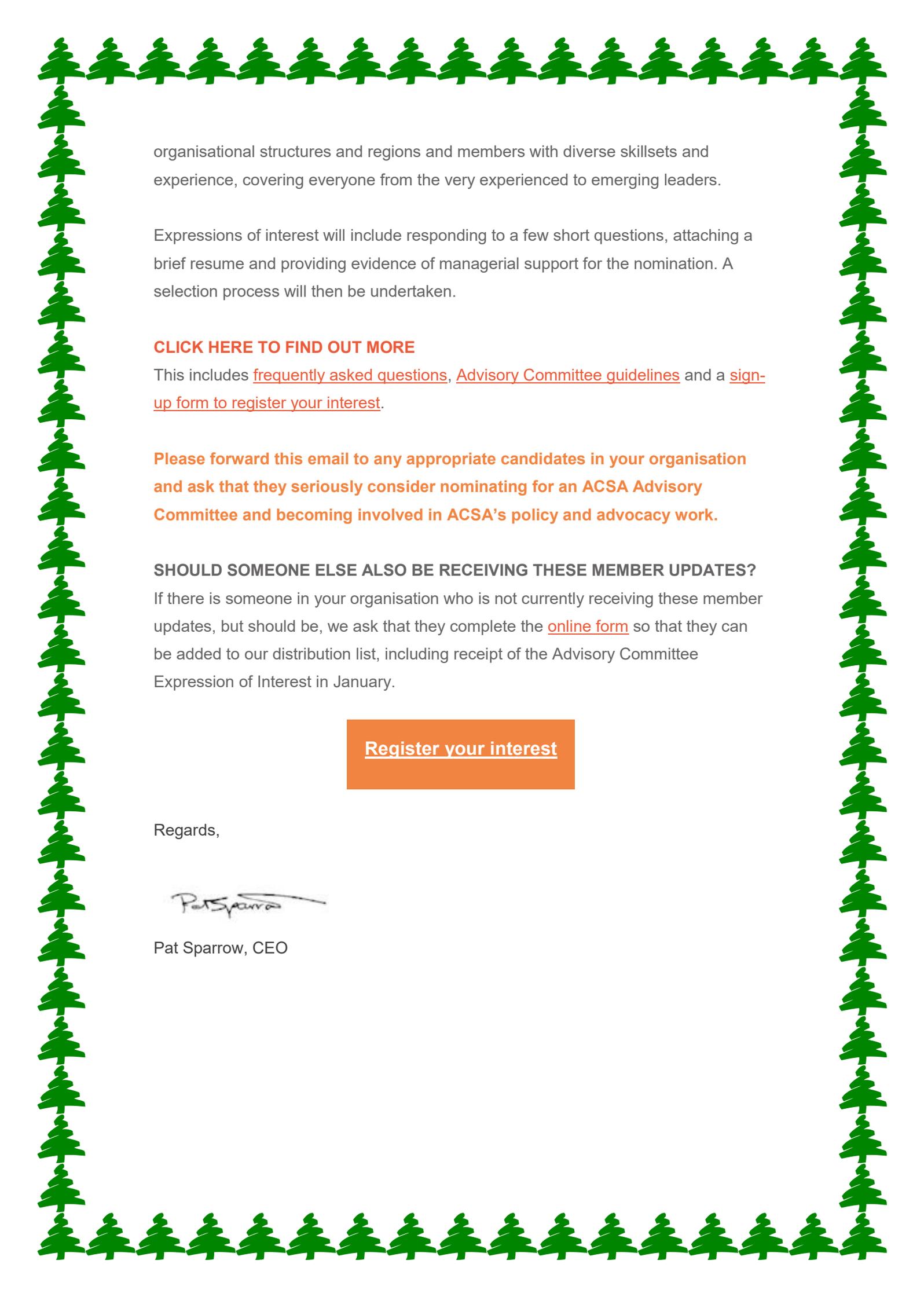
Secretariat support for committees will be provided by ACSA.

Once the first stage of the committee structure has settled, ACSA will consider additional committees covering other important areas of policy development.

Expressions of interest will open January 14th 2019 and we strongly encourage member organisations to nominate a representative to participate in this important initiative.

Current members of continuing State Advisory Committees will be directly communicated with to confirm their ongoing involvement.

We are seeking a mix of representatives from providers across various



organisational structures and regions and members with diverse skillsets and experience, covering everyone from the very experienced to emerging leaders.

Expressions of interest will include responding to a few short questions, attaching a brief resume and providing evidence of managerial support for the nomination. A selection process will then be undertaken.

[CLICK HERE TO FIND OUT MORE](#)

This includes [frequently asked questions](#), [Advisory Committee guidelines](#) and a [sign-up form to register your interest](#).

Please forward this email to any appropriate candidates in your organisation and ask that they seriously consider nominating for an ACSA Advisory Committee and becoming involved in ACSA's policy and advocacy work.

SHOULD SOMEONE ELSE ALSO BE RECEIVING THESE MEMBER UPDATES?

If there is someone in your organisation who is not currently receiving these member updates, but should be, we ask that they complete the [online form](#) so that they can be added to our distribution list, including receipt of the Advisory Committee Expression of Interest in January.

[Register your interest](#)

Regards,



Pat Sparrow, CEO



Join ACSA's Advisory Committee

Seeking a representative mix from member organisations across various regions, with diverse skillsets and experience.

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

Kathryn Greiner AO as the NSW Retirement Village Ambassador is Commencing Visits to Villages

On 10 December, the NSW Minister Matt Kean announced that Katherine Greiner AO will take on the role as Ambassador to speak to and advocate for residents across NSW.

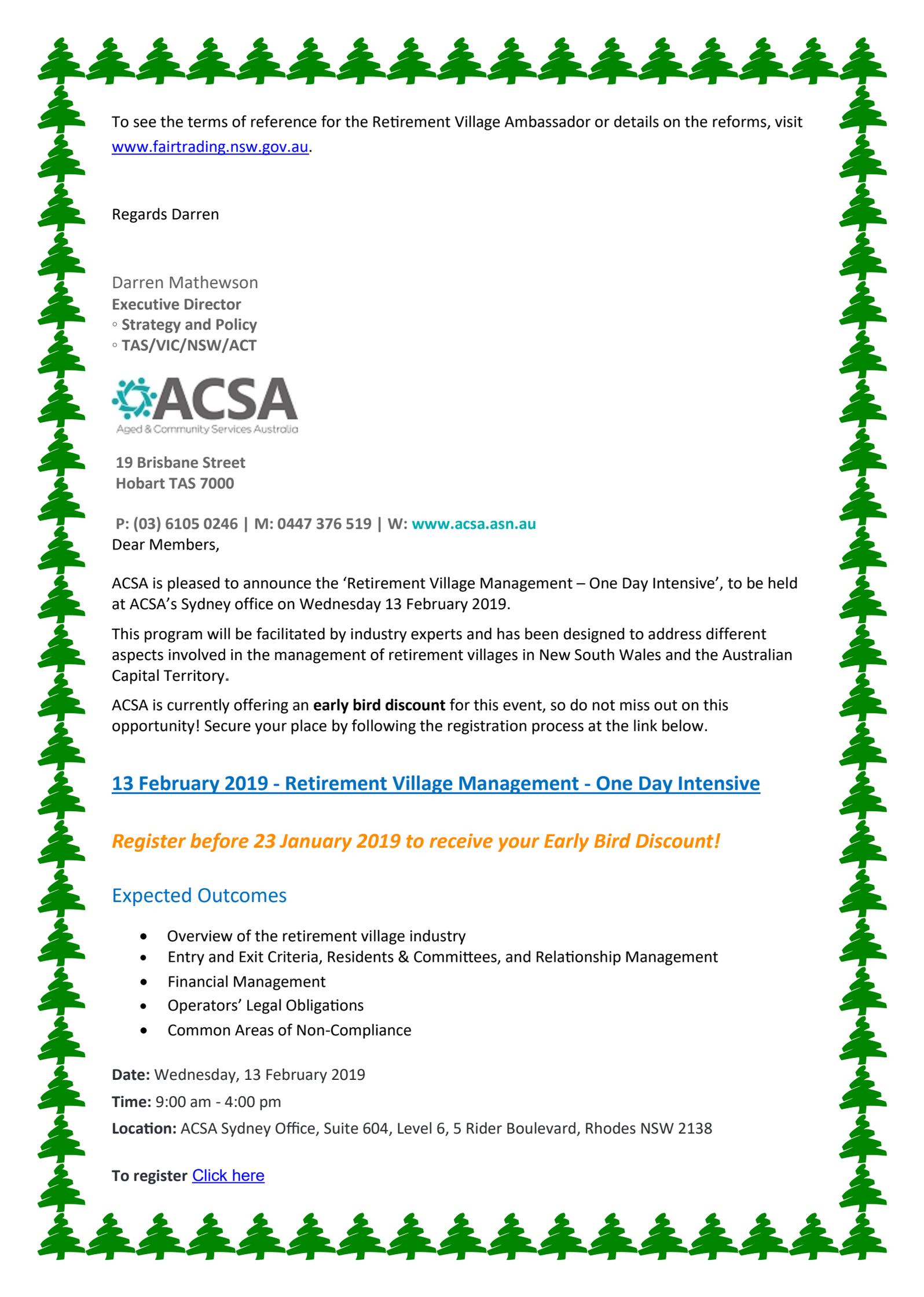
She has now commenced a Retirement Village roadshow to visit and listen to residents. Sessions will be for current village residents and those planning to move into one.

If you would like to schedule a visit to your village in January 2019, please book as soon as possible. The NSW Fair Trading office will be closed from 21 December 2018 to 7 January 2019.

Please contact Donna Sylvester on 0436 686 222 or rvambassador@finance.nsw.gov.au.

16 & 17 January 2019	North Sydney/Northern Beaches
22 & 23 January 2019	Sutherland Shire/South Sydney
29 January 2019	Kiama/Wollongong

In February, the Ambassador will visit Gosford, Newcastle, Coffs Harbour/Port Macquarie, Sydney's Inner west, Parramatta and Penrith.



To see the terms of reference for the Retirement Village Ambassador or details on the reforms, visit www.fairtrading.nsw.gov.au.

Regards Darren

Darren Mathewson
Executive Director
◦ Strategy and Policy
◦ TAS/VIC/NSW/ACT



19 Brisbane Street
Hobart TAS 7000

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Dear Members,

ACSA is pleased to announce the 'Retirement Village Management – One Day Intensive', to be held at ACSA's Sydney office on Wednesday 13 February 2019.

This program will be facilitated by industry experts and has been designed to address different aspects involved in the management of retirement villages in New South Wales and the Australian Capital Territory.

ACSA is currently offering an **early bird discount** for this event, so do not miss out on this opportunity! Secure your place by following the registration process at the link below.

[13 February 2019 - Retirement Village Management - One Day Intensive](#)

Register before 23 January 2019 to receive your Early Bird Discount!

Expected Outcomes

- Overview of the retirement village industry
- Entry and Exit Criteria, Residents & Committees, and Relationship Management
- Financial Management
- Operators' Legal Obligations
- Common Areas of Non-Compliance

Date: Wednesday, 13 February 2019

Time: 9:00 am - 4:00 pm

Location: ACSA Sydney Office, Suite 604, Level 6, 5 Rider Boulevard, Rhodes NSW 2138

To register [Click here](#)

Early Bird Rates: \$280 for Members. \$350 for Non-Members

Standard Rates: \$320 for Members. \$390 for Non-Members

For further assistance, please contact events@acsa.asn.au or memberadvice@acsa.asn.au

Kind regards,

Member Line: 1300 877 855 | memberadvice@acsa.asn.au



ACSA staff acknowledge the traditional owners of the land on which we work and pay our respects to the elders past and present.

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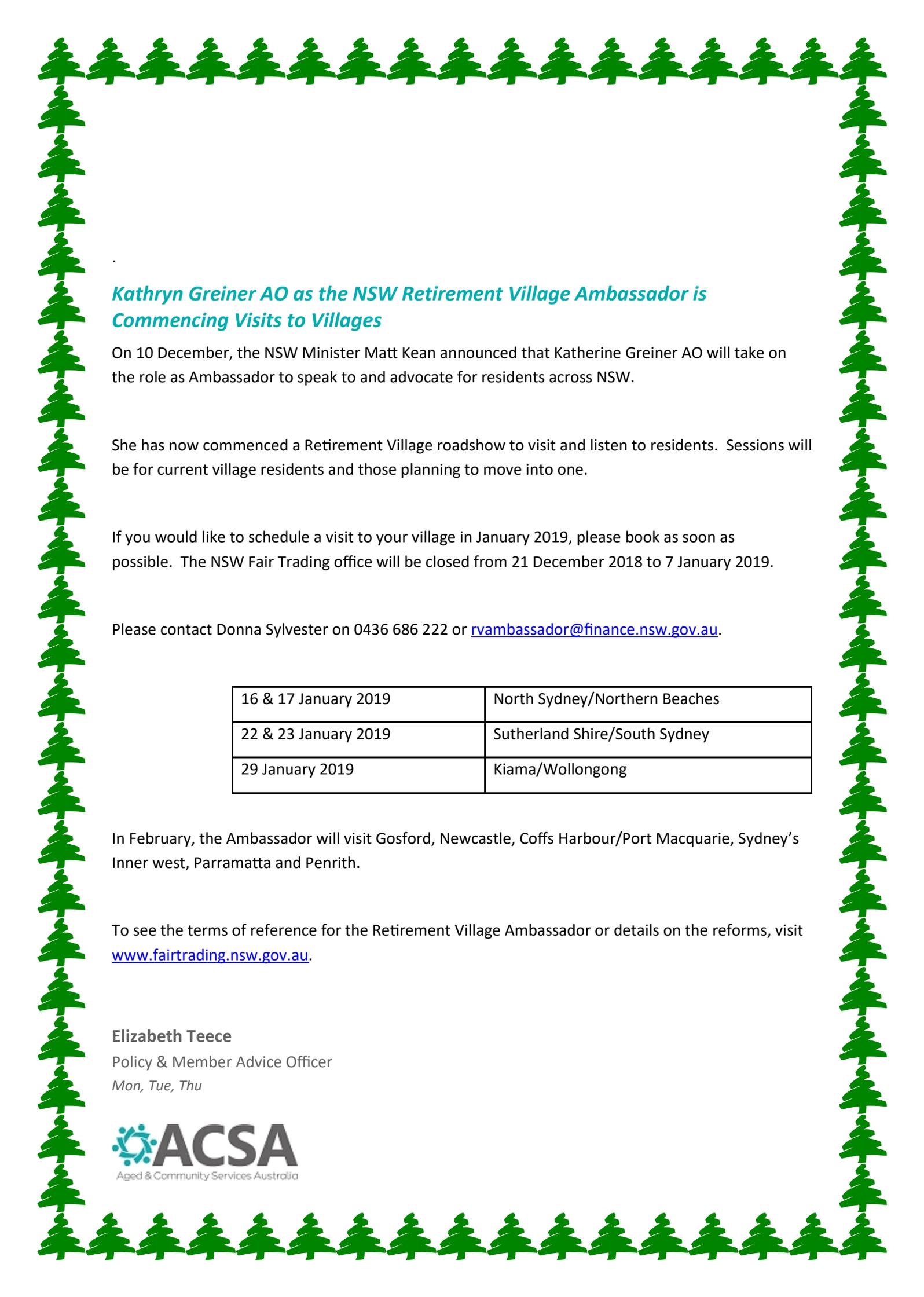
From: Elizabeth Teece <Elizabeth.Teece@acsa.asn.au>

Sent: Thursday, 20 December 2018 11:25 AM

To: Darren Mathewson <Darren.Mathewson@acsa.asn.au>

Cc: Nicole Maley-Randall <nicole.mr@acsa.asn.au>; Anna-Maria Wade <AnnaMaria.Wade@acsa.asn.au>

Subject: FW: Retirement Village Ambassador Jan/Feb calendar



Kathryn Greiner AO as the NSW Retirement Village Ambassador is Commencing Visits to Villages

On 10 December, the NSW Minister Matt Kean announced that Katherine Greiner AO will take on the role as Ambassador to speak to and advocate for residents across NSW.

She has now commenced a Retirement Village roadshow to visit and listen to residents. Sessions will be for current village residents and those planning to move into one.

If you would like to schedule a visit to your village in January 2019, please book as soon as possible. The NSW Fair Trading office will be closed from 21 December 2018 to 7 January 2019.

Please contact Donna Sylvester on 0436 686 222 or rvambassador@finance.nsw.gov.au.

16 & 17 January 2019	North Sydney/Northern Beaches
22 & 23 January 2019	Sutherland Shire/South Sydney
29 January 2019	Kiama/Wollongong

In February, the Ambassador will visit Gosford, Newcastle, Coffs Harbour/Port Macquarie, Sydney's Inner west, Parramatta and Penrith.

To see the terms of reference for the Retirement Village Ambassador or details on the reforms, visit www.fairtrading.nsw.gov.au.

Elizabeth Teece

Policy & Member Advice Officer

Mon, Tue, Thu

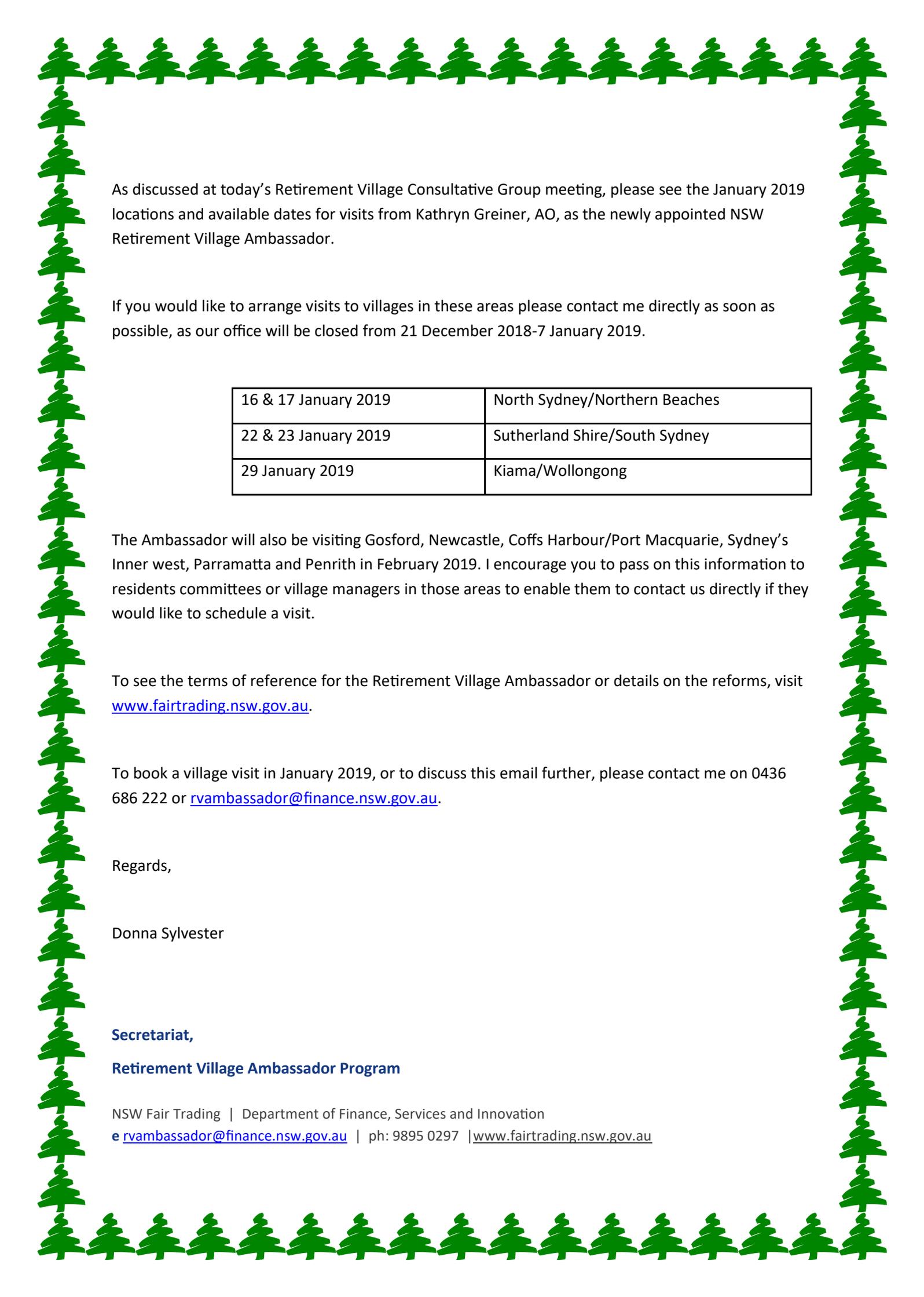


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ACSA staff acknowledge the traditional owners of the land on which we work and pay our respects to the elders past and present.

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As discussed at today's Retirement Village Consultative Group meeting, please see the January 2019 locations and available dates for visits from Kathryn Greiner, AO, as the newly appointed NSW Retirement Village Ambassador.

If you would like to arrange visits to villages in these areas please contact me directly as soon as possible, as our office will be closed from 21 December 2018-7 January 2019.

16 & 17 January 2019	North Sydney/Northern Beaches
22 & 23 January 2019	Sutherland Shire/South Sydney
29 January 2019	Kiama/Wollongong

The Ambassador will also be visiting Gosford, Newcastle, Coffs Harbour/Port Macquarie, Sydney's Inner west, Parramatta and Penrith in February 2019. I encourage you to pass on this information to residents committees or village managers in those areas to enable them to contact us directly if they would like to schedule a visit.

To see the terms of reference for the Retirement Village Ambassador or details on the reforms, visit www.fairtrading.nsw.gov.au.

To book a village visit in January 2019, or to discuss this email further, please contact me on 0436 686 222 or rvambassador@finance.nsw.gov.au.

Regards,

Donna Sylvester

**Secretariat,
Retirement Village Ambassador Program**

NSW Fair Trading | Department of Finance, Services and Innovation
[e rvambassador@finance.nsw.gov.au](mailto:rvambassador@finance.nsw.gov.au) | ph: 9895 0297 | www.fairtrading.nsw.gov.au



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Have a safe and enjoyable break form all at the NESST

