



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Aged & Community Services
- Community Care Review
- Community Grants Hub
- Disability Services Consulting
- Refugee Support Network
- Royal Commission into Aged Care

New England **Sector Support Team**



Phone: 02 6772 3590

# ACSA Member Update



  
**Royal Commission  
into Aged Care**  
 ACSA Advisory Panel

**CLICK  
HERE**

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## Royal Commission Update - 10th Edition

If others in your organisation would benefit from receiving ACSA's *Royal Commission Update* please ask them to contact [acsacommunications@acsa.asn.au](mailto:acsacommunications@acsa.asn.au) with their details.

Dear Debra,

### **Analysis of the first three days of the Aged Care Royal Commission (ACRC) hearings**

At the conclusion of the first three days of testimony, the Royal Commission into Aged Care Quality and Safety (ACRC) has heard from 12 of the 26 witnesses, with the remainder scheduled to appear next week (from 18-22 February).

ACSA's intention is to provide weekly analysis of the ACRC hearings when they occur, to add value rather than a point-by-point description of what was said.

Witnesses called during the first three days of public testimony were drawn from across the

sector and included consumer advocacy groups, those with specialist knowledge of aged care data (including from the Australian Bureau of Statistics and the Australian Institute of Health and Welfare), as well as those with lived experience of aged care, including Barbara and Clive Briggs (family members of a resident at Oakden Older Persons Mental Health Service.)

Today we heard from Edward Strivens - Australian and New Zealand Society of Geriatric Medicine, Deborah Parker - Australian College of Nursing, and Annie Butler - Australian Nursing and Midwifery Federation.

More detail on the testimony at the hearings is provided below, but it would appear that Commissioner Briggs has a particular interest in staffing levels and skill mix in residential aged care.

**PLEASE NOTE:** For members who have not yet responded to the voluntary request for information, it is worth noting this comment from Counsel Assisting Peter Gray QC:

*“Soon after it was called, the Royal Commission sought voluntary responses to information requests from the top 100 approved providers by size of aged care by a deadline in January and from all other approved providers by a deadline in February. There are nearly 2000 approved providers in all.”*

*“More than 900 responses are now in. As to the largest 100 providers, 79 of them have responded in respect of most of their services. We are considering those responses. We will follow up the providers who have not responded to the request to ensure it has been received and has been receiving proper attention.*

*“As Commissioner Briggs noted previously, providers who do not engage with our requests draw attention to themselves and to their practices. They will be subject to careful scrutiny.”*

**If you have not yet made a voluntary submission to the ACRC there is a range of useful ACSA resources available [here](#).**

On the first morning of hearings (11 February), Mr Gray outlined how these hearings differ to later hearings scheduled for March and May. For instance, the 18 March hearings will focus on home care and the May hearings on ‘certain aspects of residential care with a focus on dementia’. This current round of hearings is purposefully broader in scope – providing an outline of issues that will be examined in more detail.

The ACRC said these three days of testimony were aimed at establishing a better understanding of:

- The aged care system as it currently exists, including how it is supposed to link to other services - such as health or disability services;
- The issues of concern about the way the system currently functions. *“This should provide many potential insights as to what the inquiry should address over the months ahead,”* Counsel Peter Gray said in his opening remarks;
- Sustainability of the aged care system (including its economic sustainability, with consideration to demographic, fiscal, investment and workforce-related matters);
- Other issues of concern - described as ‘harder to quantify’ but relating to attitudinal changes required to create a culture of respect and appreciation for older Australians. Tackling age-based discrimination, neglect and loneliness were all mentioned as areas of focus in the Commission’s work to improve attitudes to older Australians and the ‘way we think about and plan for ageing’.

Proceedings generally followed a question and answer format, with questions asked of witnesses by Mr Gray QC - with only occasional questions from Commissioners Briggs and Tracey.

**ACSA CEO Pat Sparrow is appearing at the hearing on 19 February from 10am.**

The transcripts for the hearings are available on the ACRC website ([here](#)) and you can watch the proceedings live [here](#).

[Click here](#) to download **ACSA's hearings overview for days one, two and three.**

Regards,



Pat Sparrow, CEO



# Missed a Royal Commission Update?

CATCH UP HERE



## ACSA PARTNERS



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



## Latest News



### [Home care wait forces move to residential care, inquiry hears](#)

The long wait for home care packages is forcing some older people to enter residential care prematurely because of carer burn-out and lack of reablement support, the aged care royal commission has heard.



### [Government announces \\$280m for new home care packages](#)

The federal government has announced an additional 10,000 home care packages as part of a \$662 million commitment to aged care.



### [Study debunks 'one size fits all' approach to home care](#)

Home and community care providers and policy makers could improve their service provision by better profiling and targeting groups of consumers, a study suggests.



### [Proper management of unspent funds needed for compliance and profit](#)

Unspent funds will continue to be a key issue for home care providers.

[Read more](#)

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### [Calls for wider screening of disability workers](#)

Disability service providers have welcomed moves to introduce national screening for NDIS workers but say the scheme needs to cast a wider net across the disability support sector, including those holding key decision-making roles.



### [Case Study: Why am I taking all these pills?](#)

A 78-year-old male enrolled in Ward MM THRIVE to reduce the number of regular medications he was taking.

[Read more](#)

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## **Events**

Presented by Australian Ageing Agenda  
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**Meaningful Ageing Workshop**  
**Feb 26 – Feb 27 2019** | **1 day**

With the new Quality Standards for Residential Aged Care integrated into the new Quality Standard for Health Services, it is no longer an optional extra.



**Webinar: Ageing is not a disease: The paradigm shift from clinical to wellbeing and reablement models of care**  
**Feb 28 @ 1:00 pm – 2:00 pm**

Register now for our free webinar 'Ageing is not a disease: The paradigm shift from clinical to wellbeing and reablement models of care' with guest expert Lidia Conci from AvantiCare.



**COTA + ACSA Quality in Aged Care Conference**  
**Mar 5 – Mar 6 all-day**

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



**The RED Conference, A Regional Experience in Practical Dementia Care**  
**Mar 28 – Mar 29 all-day**

The RED Conference to be held March 28-29 2019 at Sails Port Macquarie, is a day focused on practical and hands-on approaches in dementia care to support people with dementia to live well.



**Making an Impact Conference**  
**Apr 3 – Apr 4 2019** | **2 all-day**

Join us for 'Making an Impact Conference - linking people, purpose and processes in healthcare', 3rd - 4th April.



**ATSA Independent Living Expo**  
**May 8 – May 16 all-day**

The ATSA Independent Living Expo will be back and bigger than ever in 2019, with two shows in Sydney (8-9 May) and Brisbane (15-16 May).



## Royal Commission public hearings begin in Adelaide

It was a positive start to the week when on Sunday, the Federal Government announced its \$662 million boost to the sector - with extra provisions for home care, home care dementia and veterans' supplements, and a one-off \$320 million boost for residential aged care. We are still getting some of the more detailed information and will keep you up to date as it comes to hand.

This week also marked the beginning of the first public hearings of the Royal Commission into Aged Care Quality and Safety (ACRC) in Adelaide, and there is gradually a sense emerging that the critical issues those of us in sector have been talking to each other about for so long are finally getting looked at - and hopefully heard.

Some of those issues were discussed in detail during the first three days of public hearings of the ACRC. Witnesses testifying this week were drawn from across the sector and included consumer advocacy groups, those with specialist knowledge of aged care data (including from the Australian Bureau of Statistics and the Australian Institute of Health and Welfare), and those with lived experience of aged care – including Barbara and Clive Briggs (family members of a resident at Oakden Older Persons Mental Health Service).

Some 26 witnesses will be called this week and next (18-20 February), including myself (due to appear before the ACRC next Tuesday). The Commissioners have indicated they hope the collective testimony from this hearing will help to map out in broad terms the many complex challenges and issues that will be looked at in greater detail at later hearings.

ACSA will be issuing regular updates to give members a sense of the key points and themes from the hearings. We believe this will be more useful than a daily description of testimonies, with many companies (such as DoComeMonday, which issues and informative daily newsletter) already producing that kind of product. We want to value add rather than fill your inbox.

For members who have not yet responded to the ACRC's voluntary request for information, it is worth noting Counsel Assisting Peter Gray QC again reiterated Commissioner Briggs' advice that those providers that do not engage with the Commission's requests draw attention to themselves and to their practices and 'they will be subject to careful scrutiny'.

If you have not yet made a voluntary submission to the ACRC, ACSA would strongly recommend you do so ASAP.

Regards,

A handwritten signature in black ink that reads "Pat Sparrow". The signature is written in a cursive, slightly stylized font with a long horizontal stroke extending to the right.

Pat Sparrow, CEO

### **Registrations open!**

#### **ACSA 2019 Finance & Aged Care Sectors Symposium series**

ACSA's national series of Finance & Aged Care Sector Symposiums will commence in Adelaide on 1 March, followed by Perth, Sydney and Hobart. Set against the backdrop of the Royal Commission into Aged Care Quality and Safety, the symposiums will focus on the current reform agenda, future financing for the sector, and the central role of consumer expectations in driving change within the industry. The full day program has been developed for Chief Executive Officers, Chief Financial Officers, Executives, General Managers, Directors of Care, Senior and Quality Managers charged with leading aged care businesses. Read more and register [here](#)

A promotional banner for the ACSA Finance & Aged Care Sector Symposium. On the left, a man in a suit is seen from the back, gesturing towards a large audience in a conference hall. A circular ACSA logo is overlaid on the image. The text on the right reads: 'FINANCE & AGED CARE SECTOR SYMPOSIUM', 'Don't miss this opportunity to hear from key aged care sector leaders and industry professionals', and lists dates for SA (March 1st), NSW (March 29th), WA (March 26th), and TAS (April 2nd). A teal button at the bottom right says 'FIND OUT MORE'.

### **ACSA welcomes Federal funding boost to aged care**

The Federal Government has announced a \$662 million investment in aged care. The package - launched on Sunday 10 February – was unveiled by Ministers Hunt and Wyatt at the premises of ACSA member, Village Baxter.

ACSA CEO, Pat Sparrow, joined the Government at the launch, standing alongside the Ministers for the announcement and speaking with media representatives also in attendance.

ACSA has welcomed the additional investment - along with the series of recent announcements that started with the Mid-Year Economic and Fiscal Outlook (MYEFO) of late last year, totalling approximately \$1.3 billion in additional funding for aged care – but has also highlighted that more needs to be done.

[Click here](#) to read the media release issued by ACSA on Sunday.



### **Royal Commission Update**

On 8 February, ACSA issued the 'Royal Commission Update - 10<sup>th</sup> Edition', foreshadowing the first public hearing of the Royal Commission into Aged Care Quality and Safety, which commenced in Adelaide this week.

The Update also highlighted the subjects to be covered by the hearing, and informed members that ACSA CEO, Pat Sparrow, would be appearing before the Commission during the second week of hearings (18-22 February). ACSA's Witness Statement will be

made available to members as soon as it has been published by the Commission.

ACSA issued further member communications - **'Royal Commission Update - 11<sup>th</sup> Edition'** – on 13 February, providing an overview of the first week of hearings, and offering insights about key themes and lines of inquiry explored during each of the three hearing days.

If you are an ACSA member and would like to receive our Royal Commission Updates, please email us at [acsacommunications@acsa.asn.au](mailto:acsacommunications@acsa.asn.au). If you have any other questions or concerns about the Royal Commission, please contact [rc@acsa.asn.au](mailto:rc@acsa.asn.au).

### **Register now for ACSA's regional forums in NSW and ACT - Places filling fast!**

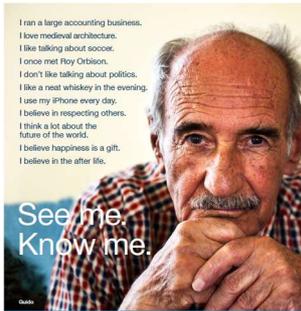
The aged care industry continues to evolve at a rapid pace in 2019 with the introduction of the Aged Care Quality and Safety Commission, the Royal Commission into Aged Care Quality and Safety, and the implementation of the new Aged Care Quality Standards.

ACSA has worked with its regional chairs to develop a program of hot topics to be delivered at a series of regional forums throughout NSW and the ACT. You will hear from key ACSA staff and have the opportunity to discuss any issues, ask questions and network with your colleagues. [Click here](#) for full program and dates.

### **Welcome to new ACSA members**

We would like to give a warm welcome to the following organisations that have recently joined ACSA:

- [Abbeyfield Mortlake](#)
- [Infinity QCare](#)
- [New Aged Care](#)
- [Rural City of Murray Bridge](#)
- [Tasmanian Aboriginal Corporation](#)
- [The Good Shepherd Home](#)
- [TransCare Hunter](#)



## See Me. Know Me. empowers seniors to select providers who see beyond the grey hair

A new Australia-first campaign from **Meaningful Ageing**, the peak national body for spiritual care and ageing, launches on February 14 during NSW Seniors Week to highlight the importance for older people to find an aged care provider who understands the whole person as much as their clinical needs. Click [here](#) to read the media release

Know inspiring individuals within aged care?  
Read their stories, in their words

[Read stories here](#)

[Click to view full 2019 ACSA Training and Events Program](#)

21 Feb: [Webinar: Aged Care Industry Crisis Media Management](#) (national webinar)

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27 Feb: [Webinar: Changes to the NSW Retirement Villages Act 1999](#) (NSW)

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28 Feb & 1 March: [SA Finance & Aged Care Sector Symposium & CEO/Board Dinner](#) (SA)  
- early bird until 15 Feb!

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20 Feb - 9 April: [ACSA NSW & ACT Regional Forum](#) - several locations

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14 March: [Is It a Bird, Is It a Plane, Is It a Retirement Village?](#) (WA) - Early bird until 21 Feb!

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21 March: [Meaningful Ageing - Integrating a Spiritual Care Approach \(NSW\)](#)

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25 & 26 March: [WA Finance & Aged Care Sector Symposium & CEO/Board Dinner \(WA\)](#) - early bird until 25 Feb!

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28 & 29 March: [NSW & ACT Finance & Aged Care Symposium & CEO/Board Dinner \(NSW\)](#) - early bird until 28 Feb!

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[NSW/ACT](#)

[QLD](#)

[SA/NT](#)

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[WA](#)

# ACSA eLearning Portal



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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.](#)

### Media releases (see all [here](#))

10 February: [A welcome boost to aged care as we look to the future](#)

### Other Events



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



COTA  
For older Australians



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

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5th & 6th March 2019 | Sydney Boulevard Hotel

**FIND OUT MORE**

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### **Transforming ageing 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 from 17-19 September 2019 at the Beanfield Centre in Toronto, Canada. The 2019 Conference will be hosted in partnership with Ontario Long Term Care Association (OLTCA). More information [here](#)



### **Publications, reports, grants and resources**

#### **Australian Government - Aged Care Quality and Safety Commission**

Aged Care Quality Bulletin, January 2019 - [click here](#)

#### **Department of Health**

Information for Aged Care Providers, Issue 2019/1 - [click here](#)

Managing Prudential Risk in Residential Aged Care - [click here](#)

2018-19 ACAR - Allocation of Short-Term Restorative Care Places - [click here](#)

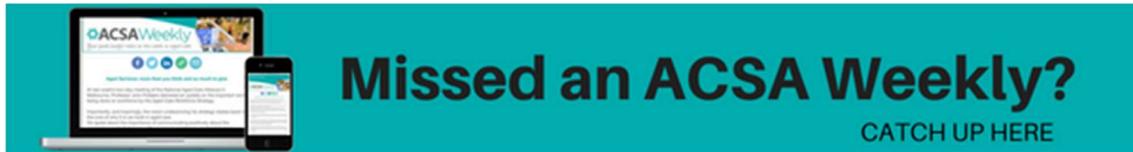
#### **Department of Human Services**

Message from DHS: Quarterly Review January 2019 - [click here](#)

#### **Other Resources**

Meaningful Ageing - "See Me. Know Me. empowers seniors to select providers who see beyond the grey hair" - [click here](#)

'Aged Care Financing Authority – Understanding how consumers plan and finance aged care' - [click here](#)



## ACSA PARTNERS



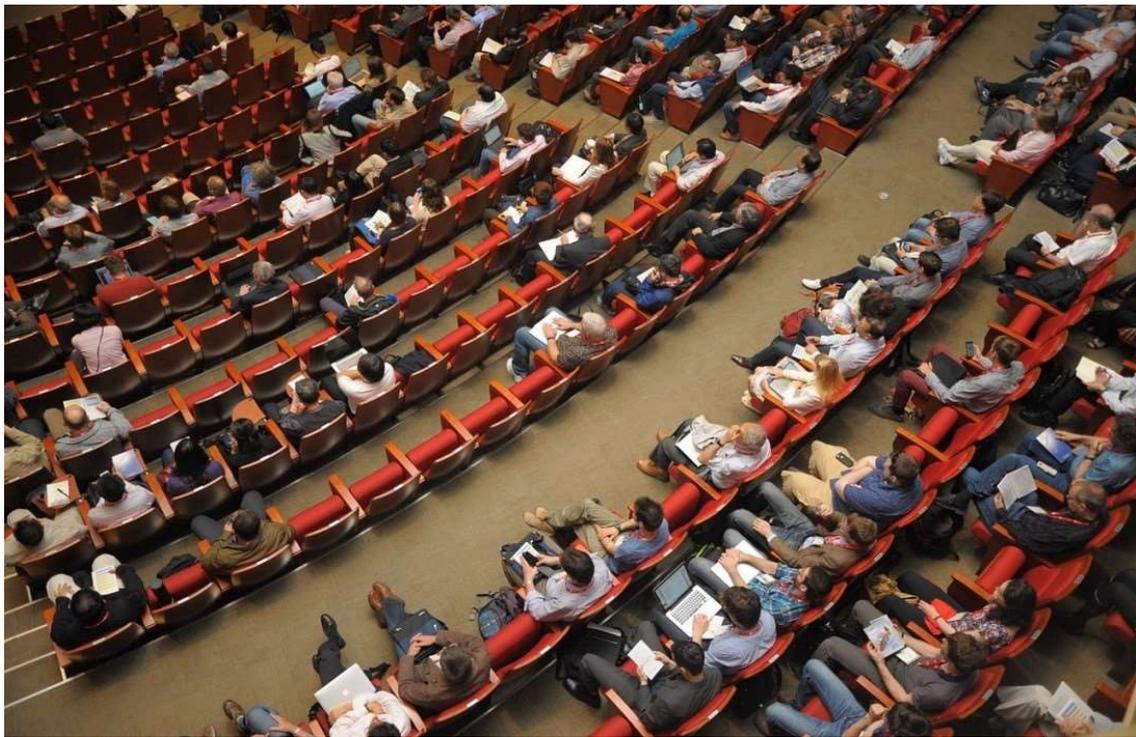
### **Disability, Mental Health and Carers: National Disability Conference Initiative closing soon.**

The Australian Government is inviting applications to deliver services under the Disability, Mental Health and Carer: National Disability Conference Initiative in 2019-2020

The National Disability Conference Initiative provides grants to help people with disability to participate in nationally-focused disability-related conferences held in Australia. Grants will support eligible conference organisers to provide accessibility measures that will maximise the inclusion and participation of people of people with disability at their conference.

Applications close at 2:00 pm AEDT on **20 February 2019**.

For further information about eligibility and how to apply, go to the [Funding Round Application page](#).  
Information about applying for this funding round can also be found on [GrantConnect](#).



Dear Staff and Networks,

The below resources were shared following the Refugee Support Network and may be of use and interest.

- 1) Attached PowerPoint was a presentation from Alison Ryan, Senior Solicitor at RACS with an update on TPV and SHEV visas.
- 2) Below is the link to the recently-launched Australian Employers' Guide to Hiring Refugees. I am also attaching a downloaded copy.

Last week the Migration Council, together with the New York-based Tent Partnership for Refugees (a really inspiring not-for-profit set up by the CEO of Chobani yoghurt), launched the [Australian Employers' Guide to Hiring Refugees](#).

Regards

Debbie

**Regards,**

**Debbie Carstens**

Settlement Team Manager  
Monday to Thursday 9am - 5pm

**Northern Settlement Services Ltd.**



2019\_02\_12\_refuge  
e support network\_



Australian  
Employers Guide to



**Community  
Grants Hub**  
Improving your grant experience



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## **Information Linkages and Capacity Building (ILC) Economic Participation of People with Disability Grant Round 2019-20 - open for application**

The Australian Government is inviting applications to deliver activities under the Community Inclusion and Capacity Development (CICD) Program – [Economic Participation of People with Disability Grant Round](#) from June 2019 to 2020.

Information, Linkages and Capacity Building (ILC) is funded under the Community Inclusion and Capacity Development (CICD) Program. The objective of the CICD Program is to build innovative ways to increase the independence, social, community and economic participation of people with disability.

The objective of this ILC Grant round is to improve the economic participation of people with disability across Australia.

Applications close at 2:00 pm AEDT on **13 March 2019**.

*For further information about eligibility and how to apply, go to the [Grant Round Application page](#).  
Information about applying for this funding round can also be found on [GrantConnect](#).*





Disability  
Done Different

# Sally Coddington on life, death and disability



DSC's podcast hosts, Roland and Evie Naufal are back in the studio with DSC's resident NDIS wonderwoman, Sally Coddington.

In this very special episode, Sally gives us insights from her experience as CEO, marketing guru and loving parent of a child with disability. Trust us, you will want to hear this one.

[🔊 Listen Now 🔊](#)

What our listeners are saying about this episode...

*"Sally made me laugh, made me cry, then she made me laugh, again"*

*"What a raw, honest, loving conversation about family, disability and the supporting role services play in a person's life."*

*"I put the podcast on for the family while I started dinner. The kids' response was "it's Friday, can't we just chill?" We have now finished listening, not a dry eye in the house, not a single moment that everyone was not engaged, and a lot of penny dropping moments. And, where is that UberEats app? I didn't even get to thinking about what to cook. Sal, you are quite simply an inspiration."*

*"Wow. Thank you Sally."*

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## **Invitation: Community Forum Bankstown**



Dear member

**Opportunity to have your say.**

Please see below information regarding a Community Forum in Bankstown on Friday 1 March regarding the Royal Commission into Aged Care Quality and Safety.

Interested persons are invited to attend. We particularly encourage volunteers, Volunteer Involving Organisations and representatives from Volunteering Support Services with an interest to attend.

The Royal Commission into Aged Care Quality and Safety invites the public to a community forum. It will be your chance to hear about the work of the Royal Commission and to offer your ideas on the challenges, strengths and opportunities to improve aged care. Commissioner Lynelle Briggs AO will attend.

A limited number of people will be able to give a brief statement, and if you'd like to do so please let us know when you register. Guidelines will be provided to all registered speakers.

There will also be a chance to give written feedback to the Commission and to talk to Commission staff.

The forum will run from **1.30 to 4pm on Friday 1 March 2019, at the Bankstown Sports Club, 8 Greenfield Parade, Bankstown NSW 2200.**

To guarantee a seat, please **RSVP** no later than **Wednesday 27 February** by:

- **Telephone:** 1800 960 711 (between 8:00am-8:00pm AEDT Monday-Friday except public holidays). Interpreter services are available.
- **Email:** [ACRCengagement@royalcommission.gov.au](mailto:ACRCengagement@royalcommission.gov.au)
- **Eventbrite:** <https://www.eventbrite.com.au/e/bankstown-community-forum-royal-commission-into-aged-care-registration-56463174876?aff=ebdssbdestsearch>

Information on the Royal Commission, the terms of reference, how to make a submission, and future events are available at: <https://agedcare.royalcommission.gov.au>.

**Gemma Rygate**  
Chief Executive Officer

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- Volunteer Recruitment through our Volunteer Referral Service and website
- Free Volunteer Manager Fora/Workshops

- Discounts on Professional Development
- Discounts to our annual industry conference
- Special offers and pro bono services
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- Recognition and Awards Programs
- Exclusive website link to Members' only resources, handbooks and templates
- Student Translators and/ or Interpreter Service, and
- Bespoke advice and consultancy services.

If you are not a member but want to learn more email us at [membership@volunteering.com.au](mailto:membership@volunteering.com.au) or complete the [inquiry form](#).

[Download](#) the Current Professional Development Calendar  
or [view all of our events online](#).



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