



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Managing the Challenges and Risks of the Wellness and Reablement Approach
- Community Care Review
- ACSA Weekly
- ACSA Member Update
- Icare Workers Insurance update
- Oznam Learning
- Understanding Anger
- Settlement Services International Training

New England **Sector Support Team**



Phone: 02 6772 3590

From: Deb Pugh
Sent: Monday, 18 March 2019 1:12 PM
To: HACC (GOV) <haccgov@nesst.org.au>
Subject: Training opportunity

Managing the Challenges and Risks of the Wellness and Reablement Approach

29 May 2019

Glen Sorensen

Regards,

Debra Pugh

Executive Officer
New England Sector Support Team
0428 677297
0267 723590

NESSST acknowledges the traditional custodians of the lands on which we work and meet, and pays respect to their elders, past, present and future.



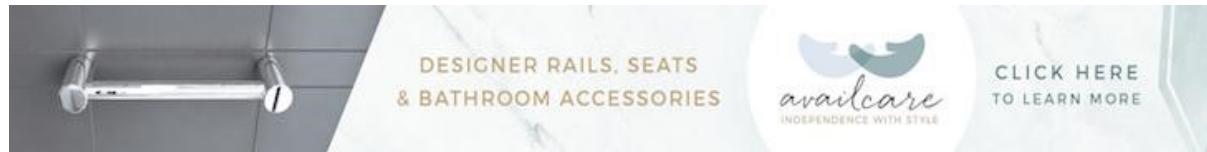
Managing the
Challenges and Risk



Community Care Review | Please add us to your safe sender list and set images to always display.
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COMMUNITY Care REVIEW

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



Latest News



[ASA launches home care election manifesto](#)

ASA has launched its campaign for the 2019 federal election calling for legislated maximum home care wait times to fix the “human tragedy in home care”.



[Figures show home care queue jumps to 128,000](#)

The number of older Australians waiting for the right level of care is continuing to grow with the latest figures showing almost 128,000 are queued for a home care package matching their need.



[Draft terms of reference released for disability royal commission](#)

Service providers are likely to fall under the spotlight of the proposed disability royal commission, according to draft terms of reference released by the government.



[Putting social connection at the centre of service](#)

A Sydney council is looking outside the box in the way it provides community services to the elderly and disabled to target a broader spectrum of wellbeing needs, including reducing loneliness and isolation.

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Events

Presented by
Australian Ageing
Agenda
Advertiser



[Meaningful Ageing Workshops](#)

Feb 26 – May 31 all-day

With the new Quality Standards, contemporary integrated spiritual care is no longer an optional extra.



[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 showcases regionally focused practical and hands-on approaches in dementia care to support people with dementia to live well with dementia.



[Making an Impact Conference](#)

Apr 3 – Apr 4 all-day

Join us for the '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).



[COTA + ACSA | Aged Care Workforce Conference](#)

Jun 4 – Jun 5 all-day

Embedding quality throughout the workforce to deliver consumer centred care.

Issue No. 105 | 14 March 2019

[View this email in your browser](#)

ACSA Weekly

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



ACSA members to benefit from exciting new partnership with AICD

This week I am excited to bring to the attention of ACSA members a fantastic new partnership signed with the Australian Institute of Company Directors (AICD) that will give our members access to new services covering education, events and resources.

In keeping with our mission to support members to best deliver their services, the new partnership offers ACSA members in leadership positions access to a range of training programs to develop and improve governance practices.

I'm confident that our members will derive significant benefit from this AICD partnership – particularly its relevant and practical approach to training. Expect more news on this across the coming weeks.

ACSA looks forward to keeping you updated on how to access the benefits of this partnership to support you and your organisation with relevant learning on an ongoing basis.

As we covered last week, the Department of Health has recently sent a letter indicating it will take compliance action if a copy of home care pricing information is not added to the My Aged Care home care service items on the Provider Portal by 22 March.

If you have tried and haven't been able to due to technical difficulties - or if there is any reason why you cannot comply with this requirement - you need to immediately contact the Department via email at homecarepricing@health.gov.au.

In other events, the political calendar will be overrun in coming weeks and months with campaigning as the Federal Budget (April 2) and the Election (May - date to be confirmed) draw near.

As usual, ACSA is taking a highly targeted approach to our public messaging and campaigning throughout the period. We've appointed Essential (a government relations consultancy) to work with us to ensure a sophisticated and effective approach given the Royal Commission is proceeding.

ACSA will also be participating in the National Aged Care Alliance Federal Election campaign – it has never been more important for providers to work with consumers, unions and health professionals.

In Royal Commission news, next Monday is the beginning of the second hearing of the Commission (running in Adelaide from 18-22 March). The hearing will focus on the topic of home care, which is timely given the release of new home care data showing 128,000 people are now waiting – many for more than a year. It is completely unacceptable and ACSA will continue to advocate on this matter.

ACSA will bring you a summary of key discussions from the Royal Commission and coverage at the end of next week.

Regards,



Pat Sparrow, CEO

2019 ACSA National Summit - call for sponsors and exhibitors



The [ACSA National Summit](#) is an annual event bringing together thought leaders to discuss hot topics and issues facing the aged care sector and to workshop and uncover solutions to some of the industry's biggest challenges.

This year's theme is **PURPOSE | PEOPLE | PERFORMANCE** and it is the 8-10 October event will offer organisations the opportunity to expose their brands to more than 1000 delegates.

This is an opportunity sponsors and exhibitors can't afford to miss.

For more information, visit <https://www.acsasummit.com.au/sponsors>.

Report reveals consumer views on in-home support

The 'Older People Living Well with In-home Support' Report, released this month, outlines key results and information arising out of a study funded by the Australian Government Department of Health and published by Research Matters.

The study involved 40 older people from across Australia who were in receipt of in-home government subsidised services - namely the Home Care Program (HCP) and/or the Commonwealth Home Support Program (CHSP). It investigated people's views on what works

well in the current aged care sector, what doesn't, and what could be done to improve. [Continue reading...](#)

2018 National Palliative Care Strategy

The Australian Government Department of Health developed and recently released the 2018 National Palliative Care Strategy.

The purpose of the strategy is to provide 'a shared direction and an authorising environment for the continual improvement of palliative care services throughout Australia' [Continue reading...](#)

Aged care peaks meet with Australian Government

ACSA joined its aged care peers at the 28 February meeting between peak bodies and the Departments of Human Services (DHS), Health (DoH) and Veterans' Affairs (DVA). Access key information shared during the meeting by [clicking here.](#)

Caring Safely for Australians at Home (caring@home) webinar – Thursday 28 March

ACSA is one of nine consortium organisations involved in the Caring Safely for Australians at Home (caring@home) project, which aims to support palliative care patients' wishes to die at home by developing and promoting:

- Training for registered nurses to train and support carers to administer subcutaneous break-through pain medications;
- Jurisdictionally specific medication guidelines for each state and territory;
- An app - targeted at General Practitioners, nurse practitioners and pharmacists - about commonly used palliative care medicines;
- Workshops for registered nurses working in rural/remote areas; and
- A website that will include educational materials, carer resources, fact sheets, template policies and procedures to support community service providers to implement the initiative.

On Thursday 28 March, caring@home - in collaboration with Safer Care Victoria - will present a webinar designed to introduce its resources and discuss how they can be used by services to support carers and deliver high quality palliative care to people who wish to be cared for and, if

possible, to die at home.

The webinar will include a panel discussion with five healthcare professionals who use the resources, and attendees will also be invited to pose questions to the speakers during the 40-minute event.

The webinar will start at 3pm AEDT (NSW, VIC, TAS, ACT)/2.30pm ACDT (SA)/2pm AEST (QLD)/1.30pm ACST (NT)/12pm AWST (WA). To register click [here](#)



Royal Commission Update

On 8 March, ACSA issued the '**Royal Commission Update - 13th Edition**', informing members about the next hearing of the Royal Commission into Aged Care Quality and Safety (ACRC) - scheduled to take place in Adelaide from Monday (18-22 March). The hearing will focus on the topic of home care and details of the scope and purpose of the hearing are available [here](#).

To ensure the Commissioners are well informed about home care and the issues impacting on it, ACSA - in collaboration with members - has prepared a submission to assist the Commissioners in their deliberations.

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

ELDAC calls for expressions of interest for application grants

The End of Life Directions for Aged Care (ELDAC) initiative aims to improve the quality of end of life care for all older Australians.

ELDAC is calling for expressions of interest from aged care service providers that wish to develop palliative care and advance care planning activities within their organisation. Register by 1 April and your organisation may also be eligible to receive an application grant of up to \$20,000. Read more about the expressions of interest [here](#).

By working together, aged, primary and specialist palliative care providers can give the best possible care to older Australians. Working together can reduce avoidable hospitalisations and shorten length of hospital stays for those receiving community or residential aged care.

ELDAC is a free, government funded resource with a Working Together Toolkit to help establish partnerships. Find out more on the [ELDAC website](#) or email eldacteam1@qut.edu.au for more information.

ACSA 2019 Finance & Aged Care Sector Symposium series

ACSA's national series of Finance & Aged Care Sector Symposia started in Adelaide last week and will be followed by Perth, Sydney and Hobart during until 1 April. Set against the backdrop of the Royal Commission into Aged Care Quality and Safety, the symposiums focus on the current reform agenda, future financing for the sector, and the central role of consumer expectations in driving change within the industry. Read more and register [here](#).

ACSA Regional Workforce Forums

ACSA is hosting a series of Regional Workforce Forums across the country, with the next events to be staged in regional Western Australia on 19 and 20 March. The purpose of the forums is to assist in developing a 12-month regional workforce action plan - addressing key issues with clear outcomes and deliverables. For more information or to register for a forum, [click here](#).

Not in the regions where forums have so far been scheduled? To express your interest in attending a forum in your region, [click here](#).

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.



ACSA's State/Territory News

[New South Wales & Australian Capital Territory](#)

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

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

6 March: [ACSA welcomes new home care report as a step towards transparency](#)

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

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

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

25 & 26 March: [WA Finance & Aged Care Sector Symposium & CEO/Board Dinner \(WA\)](#)

28 & 29 March: [NSW & ACT Finance & Aged Care Symposium & CEO/Board Dinner \(NSW\)](#)

1 & 2 April: [TAS Finance & Aged Care Sector Symposium & CEO/Board Dinner \(TAS\)](#)

6 May: [\(EOI\) Retirement Village Management - One Day Intensive \(ACT\)](#)

15 May: [Webinar: Budget 2019/20 - Get the Facts](#) (national)

Other Events



Australian aged care providers are going through a transformative period as they prepare for the impending transition to the new Single Aged Care Quality Framework & Standards. A robust workforce and effective governance are both crucial elements to meeting these new standards.

Developed in partnership with ACSA and COTA, the [Governance in Aged Care conference](#) and the [Strengthening the Aged Care Workforce conference](#) are running in Sydney across May and June. Every organisation faces unique challenges, and these events are unmissable opportunities to bolster workforce and governance, which determine the quality of care delivered.

Governance in Aged Care, 29-30 May

Strengthening the Aged Care Workforce, 4-5 June

[Click here](#) to download brochure | [Click here](#) to register

**Take advantage of a \$200 discount unique to ACSA members by using
the code CC*ACSA when booking online**

Publications, reports, grants and resources

Australian Government - Aged Care Quality and Safety Commission

Commissioner Update, February 2019 - issue #2 - [click here](#)

Government announcements

Webinar: My Aged Care operational update - 19 March 2019 - [click here](#)

Aged Care Legislation Amendment (Comparability of Home Care Pricing Information) Principles 2019 - [click here](#)

Home care pricing - show cause compliance letter from the Department of Health

If you are an approved home care provider and haven't already done so, you need to immediately add your pricing information to My Aged Care.

If you have tried to and haven't been able to due to technical difficulties or if there is any reason why you cannot comply with this requirement you need to immediately contact the Department of Health.

ACSA understands some home care providers have recently received a show cause - home care pricing compliance letter from the Department of Health. The letter indicates the Department will take compliance action if a copy of home care pricing information is not added to the My Aged Care home care service items on the Provider Portal by 22 March 2019.

ACSA also understands some home care providers have not been able to add the pricing information to My Aged Care due to technical difficulties. If you are in this situation you should immediately advise the Department of Health by email to homecarepricing@health.gov.au. You can also email Deidre.Gerathy@acsa.asn.au and ACSA will contact the Department of Health on your behalf.

Political Alerts

National LGBTI Health Alliance and Val's Ageing and Aged Care media release - [click here](#)



Missed an ACSA Weekly?

CATCH UP HERE

NATIONAL PARTNERS



INDUSTRY PARTNERS



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ACSA Member Update | 15 March 2019

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Two weeks to go



FINANCE & AGED CARE SECTOR SYMPOSIUM

NSW & ACT - Friday 29 March

9am – 5pm (registration from 8.30am)

Mercure Hotel, 818-820 George St, Chippendale NSW, Sydney NSW

Target Audience: CEOs, Executive Directors, General Managers, Directors of Care, Senior and Quality Managers charged with leading residential, home care and retirement living services.

PROGRAM:

- 8.30am **Registration & coffee**
9am Opening—Welcome to Country
9.10am Major Sponsor—First State Super
9.20am Keynote address—Pat Sparrow, CEO, ACSA
10am The Safety & Quality Commission—Janet Anderson, Safety & Quality Commissioner
10.40am Morning tea & exhibition
11am Sponsor—Russell Kennedy
11.05am Royal Commission progress update—Victor Harcourt, Principal, Russell Kennedy
11.35am Mergers, Acquisitions—Alison Choy-Flannigan Partner, Hall & Wilcox; Stephen Rooke COO, St Basils
12.15pm Governance and the new Quality Standards—Greg Bell, Client Director, Bentleys NSW
12.55pm Lunch & exhibition
1.45pm Sector update, 2018FY Performance Survey Results—Stuart Hutcheon, Managing Partner, StewartBrown
2.20pm Deregulation in aged care—Professor Michael Fine, Macquarie University
2.50pm Additional services—Where to next?—Arthur Koumoukelis, Partner, Thomson Geer
3.20pm Afternoon tea & exhibition
3.45pm Funding and financing of the aged care sector—Mike Callaghan, Chairman, Aged Care Financing Authority
4.25pm Aged care & innovation in Technology—Federico Girosi, Chief Scientist and Director of Education, Digital Health CRC
5pm Close

CLICK HERE TO REGISTER

Please advise Kiki Edlund of any dietary requirements by emailing kiki.edlund@acsa.asn.au, Office Support Coordinator—Sydney, ACSA or phone 02 8754 0400.
Please note that program details may be subject to change.

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You can access [Employer Look Up here](#) from your desktop or mobile device.

We hope you find it useful.

Regards
Prevention, Product and Pricing team
icare workers insurance



Hi All,

This week at Ozanam learning Centre – Armidale we will be running a group program.

Understanding Anger - March 22nd Friday 9.30 am to 12.30 pm - This group program caters for people suffering from mild to serious anger and is suitable for people who wish to better understand and manage their anger within a small, supportive group environment. **Max 8 participants allowed.** Call to register a space.

Thanks,

Madan Narayananurthy

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



Hi Armidale Task Group members

One of the initiatives arising out of the co-design process was delivery of Cultural Competency/Responsiveness training for services and community members. Dates have been confirmed for several sessions to be delivered by SSI and STARTTS in early-April. Further details about each session, including registration links, are listed below.

I apologise for the short notice for the training sessions but would appreciate if you can share these with staff at your agencies who might be interested in attending. Please note, numbers for the SSI Cultural Responsiveness Training and the two STARTTS sessions are limited so I'd encourage you to book ASAP if you are keen to attend.

Please also note, the evening session (**Wednesday 3 April 2019, 5-7pm**) is free and open to all community members, volunteers and services. We'd appreciate your support to distribute this session to people in the Armidale community who might like to attend, particularly volunteers and services that might interact with the refugee community including charitable organisations, real estate agents, JobActive providers and other services.

If you have any questions please don't hesitate to get in touch.

Settlement Services International Training

Settlement Services International will deliver two different sessions, an information evening for local businesses, service organisations and community members on Wednesday 3 April 2019 from 5-7pm and a full-day training workshop on The Fundamentals of Culturally Responsive Practice on Thursday 4 April. Further details and registration links are below. Please note, places for the full-day workshop are strictly limited to 18 people so please purchase tickets ASAP. If there is sufficient interest SSI will look to hold further sessions in May/June.

1) Information session – Improving Refugee Resettlement in Armidale

Wednesday 3 April 2019

5:00pm-7:00pm

Delivered by Settlement Services International

Armidale City Bowling Club

FREE

Please register for catering purposes.

<https://www.eventbrite.com.au/e/improving-refugee-resettlement-in-armidale-tickets-58689867975>

2) Fundamentals of Culturally Responsive Practice

Thursday 4 April 2019

9:00am-4:30pm

Delivered by Settlement Services International

Armidale City Bowling Club

\$124 per person (inc. registration fee)

Registration essential, places strictly limited to 18 people.

Further information and registration here: <https://www.eventbrite.com.au/e/fundamentals-of-culturally-responsive-practice-tickets-58616270844>

STARRTS Training

STARRTS will be holding 2 training sessions the following week on 8-9 April 2019. Registration and other event details are below. Further sessions are planned for October 2019.

1) Core Concepts in Working with People from Refugee Backgrounds

8 April 2019

9.30am-4.30pm

Christopher Clifton and Tracy Tierney, Counsellors/Project Officers, STARRTS

Armidale City Bowling Club

\$249 | \$199 concession

Registration essential

<https://www.startts.org.au/training/introductory-workshops/core-concepts-workshops-sydney/>

2) Accidental Counsellors: Responding to Refugee Trauma Related Behaviours

9 April 2019

9.30am-4.30pm

Christopher Clifton and Tracy Tierney, Counsellors/Project Officers, STARTTS

Armidale City Bowling Club

\$249 | \$199 concession

Registration essential

<https://www.startts.org.au/training/introductory-workshops/accidental-counsellors-workshop/>

Note: Two day package available to do both workshops: \$349 | \$299 concession. Go to either link to get the package deal.

Kind regards

Jarrad

Jarrad Smith | Coordination Officer, New England & North West

DPC Regional, Department of Premier and Cabinet

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