



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Snake Bite First Aid
- Aged & Community Services Association
- Community Care Review
- Ozanam Learning Centre
- Royal Commission Update
- Australian Charity Guide
- NCOSS
- National Family Violence Website
- Multicultural NSW's Interpreter Scholarship Program

New England **Sector Support Team**



Phone: 02 6772 3590

ACSA Member Update

Care Opinion a tool for engaging with consumers

Dear Debra,



As providers know well, the Royal Commission into Aged Care Quality and Safety has concentrated public attention on the experience of consumers in the aged care system.

Providing information that enables older people and their families to make decisions about potential service providers - including comparing services - enhances transparency and consumer experience, although the

challenge is to deliver transparency in a way that provides the required benefits, while offering the appropriate protections for both providers and consumers.

To assist our members with providing greater transparency, ACSA has entered into a commercial arrangement with DPS Publishing which, in conjunction with Care Opinion, has developed two new tools that enable consumer reviews and provider comparisons on www.agedcareguide.com.au.

ACSA members using the tools can be proactive and engaging, while at the same time being protected by safer, purpose-built platforms. Importantly, the tools ensure providers can proactively respond to consumer feedback.

Endorsed by ACSA and COTA Australia, the tools have the support of the Minister for Senior Australians and Aged Care, The Hon Ken Wyatt AM, MP.

Importantly, the offering is not 'another TripAdvisor' designed to give consumers the platform to make complaints against a service. It is a moderated forum in which consumers can provide reviews of a service provider, and where the service provider is given time to respond to and address any issues raised by consumers in their reviews and feedback.

The tool has been developed specifically for aged care providers in Australia, with experienced staff moderating what is submitted by the public and providing you (or your staff) with support and training on how best to respond and engage.

Other reasons ACSA endorses this service for members include:

- With the new Quality Standards needing to be implemented by 1 July, Care Opinion provides a way to assist providers to meet the requirements of Quality Standard 6 (relating to 'Feedback and Complaints');
- Care Opinion is a consumer-centric system rather than an organisation-centric one, meaning it operates by starting with what the consumer wants to share or say about a service, as distinct from what an organisation asks them through a survey;
- It is a free service for consumers and providers across Australia. Subscription options apply when a provider opts for enhanced functionality, including smart alerting, comprehensive reporting, training and support; and
- The Care Opinion tool has been taken up by government health departments - including WA Health. VicHealth is also undertaking a major trial of Care Opinion through Safer Care Victoria.

By way of disclosure, ACSA's arrangement with DPS Publishing will result in commissions payable to ACSA when members subscribe to the ratings platforms. For more information on Care Opinion visit <https://www.careopinion.org.au/>

ACSA is keen to support members to develop their services with a sharpened focus on transparency and accountability, which we strongly believe will benefit both providers and consumers.

Regards,



Pat Sparrow, CEO



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INDUSTRY PARTNERS



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

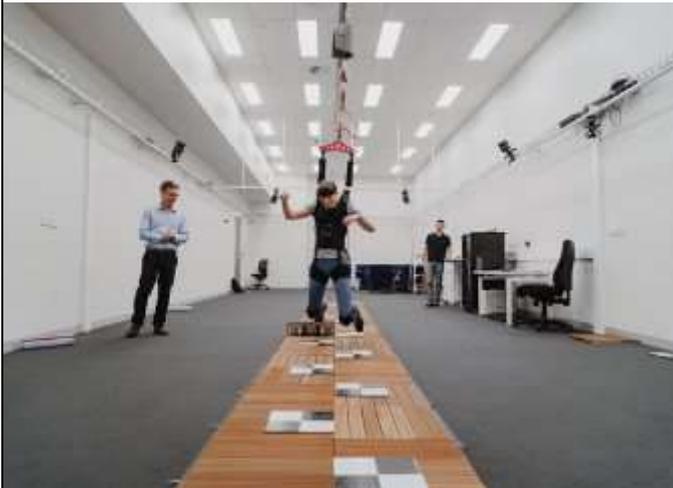


Latest News



[Home care providers roasted in new report](#)

A new report indicates a high level of consumer dissatisfaction with home care providers for overcharging, sending out inadequately trained workers and failing to communicate.



[Booby-trapped obstacle course prevents Parkinson's falls](#)

A purpose-built walkway is helping people with Parkinson's stay on their feet.



[Royal commission gives pause to reflect on reform](#)

The Royal Commission into Aged Care is a welcome development for many reasons including the opportunities it provides to reflect on the achievements as well as the oversights of the reforms in home care, Dr Beatriz Cardona writes.



[Community initiatives up for international awards](#)

Australian providers are up for prizes in the Asia Pacific Eldercare Innovation awards, which recognise organisations that demonstrate innovation in aged care business, service and operations.

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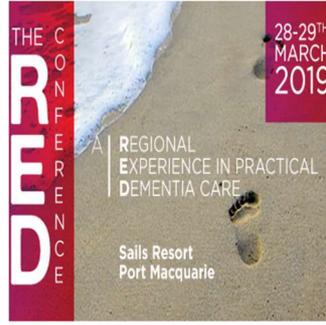
2019
BEST IN NSW



[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.

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THE WEEKLY



DISCUSSION

Royal Commission into Aged Care Quality & Safety

The People • The Issues • The Outcomes • The Opinions

Hi, welcome back to The Weekly DISCUSSION. Here's your Royal Commission update for this week.

No courtroom-style hearings, but Commissioner Lynelle Briggs went out and met some real people – residents' families and care workers – at the Commission's first two community forums in Bankstown (NSW) and Bendigo (VIC).

Many powerful and emotional stories came from both.

The next stage of official hearings has also been announced as focusing on 'Aged Care in the Home'.

Thank you for all the caring work that you do.

Jill



Jill Donaldson

CO-FOUNDER / AGED CARE PHYSIO
agedcare101.com.au
The Donaldson Sisters





Week 4 – The Commissioners hear real stories

The key issues

Commissioner Lynelle Briggs (pictured above – right) travelled to Bankstown and Bendigo to oversee the community forums.

With a total of 42 speakers, both events covered a lot of ground – but some themes were repeatedly brought up:

- **Staff-to-resident ratios and lack of training:** workers stretched beyond their limits with no time to properly care for their residents; staff not properly trained to handle dementia patients
- **Under-funding:** rationing of essential supplies, lack of resources and staff
- **Overuse of medication:** risperidone in dementia patients
- **A broken complaints system:** carer and loved ones' concerns not being heard
- **MyAgedCare:** difficult to use and understand

Pictured above: Commissioner Richard Tracey (left)



These have all been mentioned in the Commission many times by sector representatives – hearing them from the public impressed the Commissioners and showed how important they really are.

***Pictured:** (L-R) Tess Green (our journalist), Lauren Broomham (our editor) and me at the Bankstown forum.*

A crowd of strangers supports each other – with applause

There was a lot of emotion at both meetings.

Commissioner Briggs welcomed the crowds warmly and offered her genuine support to all speakers who bravely stepped up to share their stories.

“This forum is for everyone to have their say . . . We want to hear everyone.”

The 200-300 members of the public who gathered at each of the community forums had never met, but they clapped the big issues together. It was very clear that they were all there for the same reason and cared deeply about the same thing – our residents.

All the speakers had some powerful messages to share, but there were a handful who got a particularly strong response from the other audience members.

One man, whose mother had been abused in her aged care home, made an emotional plea to Commissioner Briggs to listen carefully to the “incredibly important” messages of his fellow speakers. Pointing to the crowd, he said:

“The Royal Commission is for these people behind me.”

But it was the last speaker of the day who best captured everyone’s strongest feelings.

The care nurse of 40 years had a simple but clear message – aged care is about people, not money.

“The paperwork – get rid of it. Get back to person-centred care . . . Sit on their beds and hold their hands . . . Put love back into aged care.”

She received a huge round of applause and a standing ovation. This was clearly a statement that everyone in the room could get behind.

One speaker got claps, whoops and cheers when she said, “even the not-for-profits are for profit.”

Another – who stepped up to speak out for staff – called for “better pay, better recognition and better training,” while another called the aged care sector a “profit-driven industry.”

Both immediately received huge applause.



Pictured: Representatives of Care Leavers Australia Network (CLAN) outside Bendigo forum calling for churches and charities to be taxed to recompense victims.

The Commissioners have been visiting aged care homes

Commissioner Briggs said she had visited at least five aged care homes in NSW before the forum.

The Commissioner revealed she had also undergone an “virtual immersive experience” during one of her visits to experience life as someone with dementia.

Ms Briggs (who normally has to be a stern and serious overseer in the official Commission hearings) seemed much more comfortable at the community forums – and sincerely moved by what she saw.

She said what she has been hearing is “terrifying and very serious” and agreed that we are working with a system that is “upside down – money first, care second.”

Ms Briggs said that the sacrifices of residents’ carers and loved ones are what underpins our current sector – but that it shouldn’t have to be that way.

She promised the Commissioners would be working incredibly hard to ensure the concerns brought to the public hearings were properly addressed.

“You should be confident that people can get access to care and be safe . . . We must do better.”



The next community forum will be held on **Wednesday 13 March in Wollongong** (10am to 12:30pm) with many more to be announced for other states over the coming months. More details are available [here](#).

***Pictured:** Prominent aged care campaigner Jane Seaholme outside Bendigo forum petitioning for mandated staff ratios.*

Respond to the
article

Opinion
Royal commission into aged
care quality and safety

It's not getting old that people fear, it's
getting old and lonely and
disconnected

Ranjana Srivastava



The Media – it's back this week

With so many personal stories coming out of the forums, the media has resurfaced slightly.

The Guardian managed to interview one family outside the Bendigo forum (media were not allowed to record inside) and ran [this piece](#) emphasising accounts of “abuse and neglect” that were raised at the event.

The Sydney Morning Herald also fired back up again with a full-page article this week.

It ran a damning article on the state of home care packages (HCPs) after a report that surveyed 40 HCP consumers showed that the packages were “confusing, expensive and easy for providers to abuse.” You can read it [here](#).

But the most notable media write-up this week, in our view, was a powerful article on the treatment of older Australians by Dr Ranjana Srivastava, an oncologist and columnist for *The Guardian*.

“It shouldn't take a royal commission to make sure we treat our elders with dignity,” she wrote.

Dr Srivastava says the most fundamental change to be made is how the wider community values our residents – who are often lonely, underappreciated and dehumanised in the current system.

She says until these attitudes improve, we will continue to see problems.

“We will find ourselves discussing price structures, staff ratios and chemical restraints, things subject to oversight and regulation. But there is one thing that no one can regulate and that is how we as a society actually regard our elders.”

I strongly encourage you to read the full piece [here](#).

The positive?

Unfortunately, nothing to report (again).

That’s all for this week – we’ll be back with you next Thursday.

Respond to the
article



Lauren Broomham
Editor



Chris Baynes
Business Commentator



Jill Donaldson
Aged Care Commentator



Judy Martin
Aged Care Expert



Tess Green
Journalist

Issue No. 104 | 07 March 2019

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 **ACSA Weekly**

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





Transparency and funding

Last night, Minister Wyatt was interviewed on Channel 7 following the release of the Home Care Report – ‘Older People Living Well with In Home Support’. During the interview the Minister indicated his concern about continued non-compliance with the requirement to publish pricing information, stating that ‘one in three have not complied, so they run the risk of sanctions, which means they will lose Commonwealth funding’. ACSA understands that 30 per cent of providers have not yet published their pricing information on My Aged Care.

In the coming days, non-compliant providers may receive a formal letter from the Department of Health’s compliance branch seeking information about why they have not published their pricing information on My Aged Care.

ACSA has raised with the Minister’s office that a number of providers did try to comply but were impeded by My Aged Care technology issues that were outside of their control - and that this should be taken into account in any Government action and noted in any public commentary. We have been given an undertaking that if this is the case, the Department will work with providers to resolve the issue. ACSA encourages any member that has not yet published its pricing information to now do so as a matter of urgency.

ACSA issued a media release and was interviewed about the report, pointing out that it had a small sample size of 40, and that other reports - such as the one released by National Seniors last year with a sample size of more than 1000 - had many more positive things to say about the consumer experience of home care. We acknowledged a number of concerns and outlined how providers are working to address these. We also pointed out that there are 126,000 people waiting for a package, and that providers use the funding available to them to provide as much service as possible.

This week also saw the announcement of the Aged Care Approvals Round, with 13,500 new residential aged care places announced, along with \$60 million in capital works. It was pleasing to see the focus on improving access to those disadvantaged members of the community who struggle to access vital aged care services.

Our public message on this announcement, although welcoming of the thousands of new places and capital investment, was also pitched at the bigger picture discussion around the necessity of a 'funding model rethink' to ensure services are sustainable and funding supports the increasingly complex needs individual residents require to be supported with.

Regards,



Pat Sparrow, CEO

Commonwealth Government commissions evaluation of Dementia Behaviour Management Advisory Services and Dementia Training Australia

The Rosemary Bryant AO Research Centre at the University of South Australia has been commissioned by the Australian Government Department of Health to evaluate Dementia Behaviour Management Advisory Services (DBMAS) and Dementia Training Australia (DTA), which both changed to single national providers in October 2016.

ACSA CEO Pat Sparrow has been asked to participate in an interview with the University of South Australia on Tuesday (12 March), to provide feedback on these services - including member experiences. We understand it is short notice but would appreciate your views. Please use the [questions here](#) to guide your responses.

Please direct your response to fiona.panizzon@acsa.asn.au by COB on Monday (11 March).

Turning back the clock on a tired maternity ward to create a bright, modern home



The vision for how to go about converting an outdated maternity ward with a '1970s, hospital-like' feel into a bright and inviting home for nearly 50 aged care residents came to Shawn Bergquist while on a bus tour of Scandinavia.

He was there as part of an aged care learning tour looking at different Scandinavian models of care in his capacity as CEO of Legacy on Victoria on the Coffs Coast. [Continue reading...](#)

Coroners Court of Victoria calls on aged care providers to review use of ceiling hoists

In 2016, whilst living at a Victorian aged care facility, a resident died from injuries sustained during a fall from a ceiling hoist that occurred when she was being transferred from her bed to a shower chair.

Investigations into the incident were undertaken and the findings of the Coroners Court of Victoria ('the Court') concluded there was no evidence available to firmly establish the cause of the incident. The Court requires ACSA, as a sector peak body, to alert its members to "to review their use of ceiling hoists in accordance with manufacturer's instructions". Further details about the incident, the Coroner's findings and suggestions to members regarding practices related to the use of mechanical lifters can be found [here](#).

Aged Care Approvals Round (ACAR) results announced

On Tuesday, the Minister for Senior Australians and Aged Care [announced](#) the results of the 2018-19 Aged Care Approvals Round (ACAR). ACSA [welcomed](#) the announcement of 13,500 new residential aged care places and \$60 million in capital grants - while noting there needs to be a funding model rethink to ensure sustainability into the next decade and beyond.

Information about the 2018-19 ACAR outcomes, including details of the successful providers, is available on the [Department of Health's website](#).

[Click here](#) to access 2018-19 Aged Care Approvals Round Residential Care and Capital Grants Summary.

My Health Record for aged care webinar – Tuesday 12 March

The Australian Digital Health Agency will hold a national webinar - My Health Record for aged care – from 2pm-3pm (AEDT) on Tuesday 12 March.

The webinar, which will focus on those working in the residential and community aged care sectors, will explore the benefits and functionality of My Health Record for the aged care sector and offer advice on how to register an organisation. Opportunities to pose questions will be provided throughout the webinar.

The webinar will be recorded and made available following the event to those who register to attend. To register, [click here](#).



Royal Commission Update

Royal Commission releases aged care background paper

The Royal Commission into Aged Care Quality and Safety has released its first background paper - Navigating the maze: an overview of Australia's current aged care system. The paper outlines different aspects of the aged care system, the services currently being delivered in Australia and the areas in need of substantial reform. [Click here](#) to download.

13 March community forum - Wollongong

The Commission has announced details of its next community forum, to be held in Wollongong from 10am-12.30pm next Wednesday (13 March). Further information can be found at the Royal Commission page [here](#).

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.



Working together to improve end of life care for older Australians

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. End of Life Directions for 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.

Invitation to participate – call for abstracts



ACSA is inviting interested speakers to submit an abstract for presentation at the 2019 ACSA National Summit, to be held at the Melbourne Convention and Exhibition Centre from 8-10 October.

PURPOSE | PEOPLE | PERFORMANCE

We need to focus on our purpose, to support you – our people – and continually review our practices to ensure quality performance within our industry.

This year's Summit program will include a blend of invited speakers, concurrent sessions and workshops. Considering the above theme of the event, presenters are invited to submit an abstract to deliver either an **oral presentation** (30 minutes + 10 minutes of questions) or a **workshop** (40 minutes) in a concurrent session. [Click here](#) to find out more.

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](#)

ACSA 2019 Finance & Aged Care Sector Symposium series

ACSA's national series of Finance & Aged Care Sector Symposiums 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](#))

5 March: [New aged care beds are a welcome boost](#)

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

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

14 March: [Is It a Bird, Is It a Plane, Is It a Retirement Village? \(WA\)](#)

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 \(ACT\)](#)

Other Events



Ensuring continuous improvement in clinical & corporate governance amidst scrutiny & reform

29th & 30th May 2019 | Sydney Boulevard Hotel

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[FIND OUT MORE](#)

Publications, reports, grants and resources

Australian Government - Aged Care Quality and Safety Commission

Royal Commission into Aged Care Quality and Safety to hold first community forums - [click here](#)

Government announcements

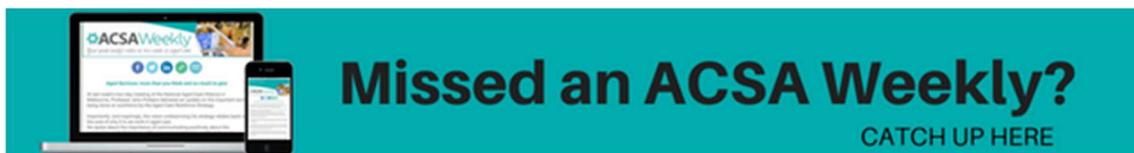
Information for Aged Care Providers - Issue 2019/3 - [click here](#)

2018-19 ACAR – Allocation of Residential Care Places and Capital Grant Funding - [click here](#)

Mandatory quality indicators for residential aged care services - [click here](#)

Political Alerts

Palliative Care Australia welcomes updated national palliative care strategy - [click here](#)



A banner for ACSA Weekly featuring a laptop and a smartphone displaying the newsletter content. The text reads: "Missed an ACSA Weekly? CATCH UP HERE".

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Hi all,

Attached is our Ozanam learning Centre program time-table for March.

What is Ozanam Learning Centre?

Ozanam learning Centre –Armidale is a part of St.Vincen't de Paul Society's community activity program designed specifically to focus people in Armidale community who is in need of space to learn and connect.

Who benefits from the Ozanam Learning Centre?

These programs are open to all men and women 18 years and above in Armidale community who are socially disadvantaged, risk of being homelessness, sustaining tenancies, wanted overcome social isolation and help to stay or become connected with the community.

Drop in Arrangements

Ozanam Learning Centre offers free access to computers and the internet. Drop in.....have a cuppa...meet some new people.

Program times are correct on the day this program is distributed. We apologies in advance for any inconvenience caused by unforeseen changes to any of the activities.

Please do not hesitate to contact us at 0267768117 for any information required.

Thanks,

Madan



OLC_Time
table_march_19.pdf

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

ACSA Employee Relations newsletter - January - February 2019

Dear Debra,

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

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

In this issue:

- [Third party employer liability in the workplace](#)
- [Warning to employers – ensure your workplace investigations and disciplinary processes are procedurally fair and comply with the Fair Work Act 2009](#)
- [Mental health in the workplace](#)
- [Four-yearly modern award reviews – Aged Care and Social Community Homecare and Disability Services](#)
- [Assisting menopausal employees in the workplace](#)
- [Contact Employee Relations Team](#)

Third party employer liability in the workplace

Outsourcing of hotel services, particularly cleaning, has increased in prevalence in the aged care industry, with businesses reconfiguring their operations for efficiency and cost purposes, leading to several disputes and prosecutions of aged care providers in recent times.

Employer liability for the underpayment of workers by contractors is an issue that ACSA has, across the past few years, sought to bring to members' attention. The *Fair Work Amendment (Protecting Vulnerable Workers) Act 2017* (Cth) ['the Act'] took effect in September 2017. The objective of the Act is to strengthen the *Fair Work Act 2009* (Cth) ['the FW Act'], increasing maximum civil penalties for franchisors and holding companies responsible for certain contraventions of the Act by their franchisees or subsidiaries where they knew or ought reasonably to have known of the contraventions and failed to take reasonable steps to prevent them. [Continue reading...](#)

Warning to employers – ensure your workplace investigations and disciplinary processes are procedurally fair and comply with the Fair Work Act 2009

For any organisation, disciplinary processes and workplace investigations can be taxing and time consuming for all involved. Ensuring procedural fairness in any workplace investigation is critical. The case below reviews how to conduct a workplace investigation and how to ensure procedural fairness is honoured in each step in the investigation and disciplinary process. [Continue reading...](#)

Mental health in the workplace

In a time of constant change and challenges - with the Royal Commission into Aged Care Quality & Safety underway, the introduction of new quality standards, and a shift to the new Quality and Safety Commission, in addition to managing the changing needs of care recipients - there may be some negative impact on your staff in terms of stress and coping. This may be the case for staff ranging from frontline carers through to middle and executive management. [Continue reading...](#)

Four-yearly modern award reviews – Aged Care and Social Community Homecare and Disability Services

The four-yearly modern award reviews are well underway for the Aged Care and Social Community Homecare and Disability Services (SCHDS) Awards. Across the past few weeks, ACSA has participated in several conferences regarding the SCHDS Award, specifically surrounding the redrafting of a consent variation package developed and agreed on more than two years ago by employer parties and unions alike.

ACSA members will be represented by Kyle Scott, Associate Director at Australian Business Lawyers and Advisors. Mr Scott is currently preparing written submissions. The matter is listed for hearing in mid-April. [Continue reading...](#)

Assisting menopausal employees in the workplace

Australians are increasingly working to older ages. In January 2018, Australians aged 65 and over had a workforce participation rate of 13 per cent (17% per cent for men and 10 per cent for women), compared with 8 per cent in 2006 (12 per cent for men and 4 per cent for women).

The rate is likely to continue to increase as the retirement intentions of Australians change. In 2004–05, just 8 per cent of Australians aged 45 and over intended to work until age 70, compared with 20 per cent in 2016–17. In that year, the average intended retirement age was 65 years (66 years for men and 64 years for women), with just under 1 in 4 (22 per cent) of men aged 45 and over intending to work beyond the age of 70. [Continue reading...](#)

Contact Employee Relations Team

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

P: 1300 239 220

E: acsamembers@performhr.com.au

Regards,

ACSA Employee Relations Team



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Join Us - NFP State of the Nation Seminar Roadshow

SEMINAR AGENDA

10.30am-12.30pm: Charity Sector - detailed look at global and domestic NFP sector trends affecting charities, as well as the key challenges, risks and focus areas for your charity

1.45pm-2.30pm: Fundraising – the latest Global and domestic Giving trends; best practice Fundraising; exciting technology changing the face of Fundraising; engaging volunteers; strategies to involve Board Members; Top 10 Fundraising activities

2.30pm-4.15pm: NFP Marketing – NFP Marketing team key tasks; new world "Earned Media"; harness the power of Video and Google (Ad Grants); keeping your website fresh; creating your own NFP Digital Content Strategy; Top 10 Marketing Tips and Trends for 2019; Social Media trends you need to know

4.15pm-5.45pm: Customer Service, Sales and Stewardship - understanding the different personality and communication styles of individuals; the essence of Excellent Customer Service; measuring the level of Customer Service in your organisation; recruitment strategies to attract the "right" people; understanding your organisation's USP, the buying cycle and the NFP Sales Process; the importance of understanding body language

Endorsed by the Fundraising Institute of Australia (FIA) and earns 7.5 CFRE points



"Informative, inspiring, thought provoking."

"This is an absolute MUST DO for any NFP looking for support and engagement."

"A great investment of my time being new to the charity sector. Highlighted the major challenges and key opportunities to take the organisation forward."

NFP State of the Nation Seminar Roadshow - Dates

Canberra - Friday 15th March 2019

Newcastle - Friday 5th April 2019

Gold Coast - Friday 12th April 2019

Hobart - Wednesday 17th April 2019

Brisbane - Monday 29th April 2019

Cairns - Thursday 2nd May 2019

Sunshine Coast - Friday 17th May 2019

Darwin - Friday 24th May 2019

Melbourne - Friday 28th June 2019

Perth - Friday 5th July 2019

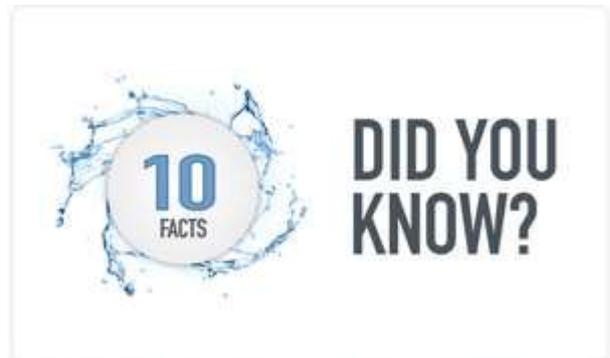
Sydney - Friday 12th July 2019

Adelaide - Friday 26th July 2019

[Register](#)

10 NFP Sector Facts

1. Australia has 56,773 registered charities, with 50 new ones every week
 2. Royal Flying Doctor Service topped the Charity Reputation Index for 2018
 3. 55% of Charities are growing their income, 42% are shrinking
 4. NFP sector's income comes from: Govt 41%; Self Generated Income 50%; Donations and Bequests 8%
 5. Less than 40% of Australian Charities have DGR status
 6. The largest 4% of reporting Charities account for 80% of the income
 7. The sector employs over 1.2m staff and 3m volunteers
- There's 1 charity for every 422 Australians
8. Average Australian Charity has 19 staff
 9. 47.5% of Australian Charities have no paid staff



[Learn More](#)

List Your Charity on Leading Charity Portal

- Australian Charity Guide - over 10,000 Charities listed across 27 categories
- Drive Donors, Corporate Partners and Volunteers to your Charity
- Find Charity Events, Videos and Jobs
- Leaders in NFP Sector Training and Consulting

[Find Out More](#)



Quality IT Services for the NFP Sector



NCOSS and Social Ventures Australia Present: How to Harness the Power of Client Experience

Good Afternoon ,

[Social Ventures Australia \(SVA\)](#) and [NSW Council for Social Service \(NCOSS\)](#) are delighted to invite you to a breakfast event about harnessing the power of client experience to deliver better outcomes for your clients.

Join us on **Thursday 4 April** as we share findings from SVA's original research into the use of customer feedback in the social sector.

Date: Thursday 4 April 2019

Time: 7:45am to 9:00am

Venue: Ashurst, Level 11, 5 Martin Place, Sydney

We'll talk through best practice, and hear from sector leaders about their experiences in listening to their clients to drive meaningful service improvements:

- Chris Harrop, Director at Bain & Company
- Anita Le Lay, Head of Disability at Uniting
- Joanna Quilty, CEO at NCOSS

Moderated by Diana Ferner, Director at SVA Consulting, the panel will discuss the implications and practicalities of harnessing client experience in the social sector.

[RSVP HERE](#), or read more in this [SVA Quarterly article](#).

We look forward to seeing you there.

Dear Friend,

Please find an invitation for community members and service providers to attend an Information Session in Armidale on our new Interpreter Scholarship Program with Multicultural NSW's Director of Language Services, George Bisas and new CEO, Joseph La Posta.

Multicultural NSW is excited to be launching a full scholarship program for the training of new interpreters in a range of languages including those from new and emerging communities.

The availability of having more qualified interpreters in NSW means greater access to important services for our multicultural communities.

Languages included in program include - Assyrian, Burmese, Chaldean, Greek, Italian, Kirundi, Khmer, Kurmanji Kurdish, Maltese, Mongolian, Nepalese, Tamil, Thai, Tibetan, Tigrinya, Tongan, Pashto, Rohingya, Samoan, Somali and Vietnamese.

The training will be a part-time course through TAFE NSW in regional NSW. Applicants will be required to pass an English test, and all costs related to the training and accreditation of interpreters will be covered by the scholarship. Please note the timeline for regional registrations has been extended until 5pm Friday 12 April 2019.

Please help us in promoting this program to individuals and communities you know. Attached is a flyer, promotional poster, a suggested e-news story for newsletters and a social media. See [here](#) for more information and to register interest please fill out this [form](#).



Interpreter Scholarship Program - Information Session

Wednesday 3rd April 10.00-11.00am

Armidale Library 2/182 Rusden St, Armidale, NSW, 2350

Come and hear about Multicultural NSW's exciting full scholarship program for the training of new interpreters in a range of languages including those from new and emerging communities.

For more information please contact – Sahba Clara Delshad (02) 82556746 – sahba.delshad@multicultural.nsw.gov.au

Warmly,

Sahba Clara Delshad

Community Engagement Officer

Family Violence Law Help is now live!

[Family Violence Law Help \(familyviolencelaw.gov.au\)](http://familyviolencelaw.gov.au) is a new national website for people who want to understand domestic and family violence, the law and where to get help.

It can be used by people affected by domestic and family violence, educators and frontline workers.

Family Violence Law Help has free, easy to understand information about:

- domestic and family violence
- family law
- child protection law
- Apprehended Domestic Violence Orders, and
- where to get help.

The website can be translated into different languages and has useful factsheets that can be downloaded or printed. It uses illustrations throughout to help with readability.

It also has information about the NSW [Family Advocacy and Support Service](#) (FASS), who provide free legal and social support to people affected by domestic and family violence.

For a tour of the website, you can watch this [short video](#) or have a look yourself at www.familyviolencelaw.gov.au.

Family Violence Law Help was developed by Legal Aid NSW on behalf of National Legal Aid. This project has been funded by the Commonwealth Attorney-General's Department.

Any feedback or questions about the website can be sent to familyviolencelawhelp@legalaid.nsw.gov.au.

Help spread the word!

Family Violence Law Help is an important resource for both people affected by domestic and family violence, and for the frontline workers who help and support them. We ask that you please **forward this email** to your networks to help raise awareness of this resource.

You can also help us promote this website by:

- putting posters up in your organisation or waiting room
- posting about this website on social media
- putting a link to this website on your organisation's website.

Promotional materials

The following resources can be downloaded and used to promote Family Violence Law Help:

- [A3 poster](#)
- Website ad tile, [portrait](#) or [landscape](#)
- Social media images for [Facebook](#) and [Twitter](#)
- [Factsheet](#).