



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Community Care Review
- NCOSS Publications
- Aged & Community Services Australia
- Energy & Water Ombudsman

New England **Sector Support Team**



Phone: 02 6772 3590



A special announcement on behalf of our valued sponsors



100+ Speakers | 5000+ Attendees | 250+ Exhibitors | 6 Free Events

**One Week to go until Australia's LARGEST
Healthcare Expo!**

[REGISTER FREE EXPO PASS](#)

There's **one week to go** until **Australian Healthcare Week 2019!** This is your opportunity to **NETWORK, CONNECT and LEARN** with your healthcare peers at the largest annual healthcare expo in Australia!

[Register for your free expo ticket here](#)

Your free pass will give you access to **6 FREE Events, CPD Hours, 7 Expo zones**, the chance to **WIN up to \$50K in prizes** - including a Hyundai Accent CAR and **two days of learning and development**

opportunities.

FREE Exhibition Opening Hours:

Wednesday, 27 March 2019: 10am - 4pm

Thursday, 28 March 2019: 10am - 4pm

Location: International Convention Centre, Sydney ([how to get there](#))

REGISTER FREE EXPO PASS

REGISTER YOUR FREE PASS NOW TO START PLANNING YOUR EVENT EXPERIENCE!

Here's a snap shot of what's happening at the Australian Healthcare Week Expo over two days:

- **Over 100+ speaker presentations across 6 FREE events on Women in Leadership, Nurses and Clinicians, Start Ups, Digital Disruption, Workforce Planning and Corporate Services**
- The chance to **earn 11.5 CPD points** at our **Nurses and Clinicians Event**, accredited and endorsed by the Australian College of Nursing
- **Australian Healthcare Week Pitch Fest:** Brought to you by **Westpac** and **CoVentured**, the pitch fest will feature 8 of the leading health start ups in Australia and New Zealand, battling it out to be crowned the 'Healthcare Start Up of the Year'
- Discover the newest technologies and products set to transform healthcare being showcased by **250 Exhibitors** across **7 different expo zones including Hospital Design and Development, Digital Healthcare, Aged Care** and more
- Go in the draw to **win up to \$50K in prizes** - including a **CAR, \$5000 cash** and more!
- **Network and connect with the Australian Healthcare sector** at the **LARGEST Healthcare Event** of the year!

VIEW PROGRAM

Don't miss your chance to be part of the largest gathering of healthcare professionals in Australia. The best part - it's FREE to attend! [Register now](#) or email info@austhealthweek.com.au for more information.

We hope to see you there next week!

The Australian Healthcare Week team



p.s. already registered? Refer a colleague or friend to register using [this link](#) and go in the draw to win a \$500 Myer Gift card!



Share



Tweet



Forward

With thanks to our 2019 sponsors and partners



Community Care Review | Please add us to your safe sender list and set images to always display.
Having trouble reading this email, [click here](#) | [Send this email to a friend](#)



Latest News





[Unspent funds set to hit \\$600M](#)

The average amount of unspent funds per home care package client has hit almost \$7,000 and total unspent funds are likely to reach \$600 million by the end of the financial year, a key financial analysis shows.



[Royal commission hears case for mandatory basic fees](#)

The introduction of mandatory income-tested fees for home care would be positive for both the sustainability of the sector and for consumers, the aged care royal commission has heard.

[Homeshare scheme targets isolated seniors](#)

Two Sydney councils have helped launched an initiative that brings together ageing home owners and younger community members with the aim of reducing social isolation among seniors and delaying the move into residential care.



['Innovative strategies' required to increase nutrient content of Meals on Wheels](#)

Researchers are working with Meals on Wheels to find ways of boosting the energy and protein intake of customers.

[Events](#)

Presented by Australian Ageing
Agenda Advertisers



[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.

Issue No. 106 | 21 March 2019

[View this email in your browser](#)

 **ACSA Weekly**

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





Home care the focus of the second hearing of the Royal Commission

The Royal Commission into Aged Care Quality and Safety is holding its second hearing this week – this time with a focus on home care. ACSA has made a submission to the Commission outlining the home care system workings and issues, and we will produce a summary of proceedings at the end of the week to keep members informed of the themes and discussions that have come to the fore.

On Tuesday evening, it was terrific to hear that our Tasmanian board member – Lucy O’Flaherty – had been named the 2019 Telstra Tasmanian Business Woman of the Year. The win was a well-deserved acknowledgement of Lucy’s leadership and vision as her organisation creates Australia’s first dementia village. We wish Lucy the very best for the national finals of the award in May.

Also on Tuesday, the Greens released their aged care policy, pledging:

- To take a human rights based approach to aged care;
- Funding for an additional 50,000 Level 3 and 4 home care packages across a three-year period, at a cost of \$5.491 billion;
- \$3 billion to increase to four hours and 18 minutes the hours of care provided to each resident in residential aged care;
- Staff to resident ratios that ensure an adequate level of care - including a minimum of one registered nurse rostered on across each 24-hour period;
- To increase pay for aged care workers by 15 per cent;
- To end the use of chemical and physical restraints in aged care facilities; and
- To review the Aged Care Funding Instrument (ACFI).

ACSA welcomed the policy, noting the importance of a human rights based approach, increasing home care, funding for increased staffing requirements and tackling wages. For further information, [click here](#) to read ACSA’s media release about the matter.

Last week I had the privilege of being interviewed by media as part of the launch of UMPS

- a smart home system designed collaboratively and led by a start up business. These types of innovative technology solutions open the possibility for changes to service delivery and a different way of supporting an individual's independence through technology.



ACSA is also working with the Digital Health CRC, and recently met with the Digital Health Agency to discuss the importance of technology to the future of aged care. We are also a founding and active member of the Aged Care Industry Technology Council. As we look to triple the aged care workforce by 2050, technology and innovation must certainly be part of the solution.

Regards,

A handwritten signature in black ink that reads "Pat Sparrow". The signature is fluid and cursive.

Pat Sparrow, CEO

2019 ACSA National Summit - registrations now open



Registrations are now open for ACSA's 32nd National Summit, to be held in Melbourne from 8-10 October 2019.

The event will bring together thought leaders and innovators – both local and international – to discuss hot topics, challenges and opportunities, workshoping together to uncover solutions to some of the aged care industry’s biggest challenges.

The Summit will consider the need to redefine the experience of ageing in our community, questioning everything from delivery of services and care, to community integration, business transformation, opportunities in innovative technology and much more.

Register today at www.acsasummit.com.au

ACSA board member named 2019 Telstra Tasmanian Business Woman of the Year



On behalf of the entire ACSA membership, we extend our congratulations to ACSA board member - and Chief Executive Officer of Glenview Community Services - Lucy O'Flaherty, who was this week named the 2019 Telstra Tasmanian Business Woman of the Year.

Lucy, who will vie for the award’s national honours at in May, was recognised for her role in actively shaping the future of the aged care sector through the successful \$19 million development of Australia’s first dementia village, Korongee Village. Lucy has also led large teams through industry and legislative changes as part of the reform of the sector.

We wish Lucy all the best at Telstra’s national awards event, to be held in Sydney on 16 May.

High Court dismisses Tasmanian council challenge on General Rates Levy exemption

An appeal by Tasmanian councils against a decision surrounding an exemption to the General Rates Levy (Tasmanian Supreme Court Full Bench) has been dismissed by the High Court of Australia and there can be no further challenge.

The unanimous decision by the Supreme Court - handed down in November 2018 – stands, and therefore the provisions of the Local Government Act Section 87 1 (d), which state that

not for profit organisations are not liable to pay the General Rates Levy, also stand. [Continue reading...](#)

Aged Care Industry Workforce Council established

Aged care sector leaders from organisations recognised for their progressive workforce practices - including ACSA - are continuing with plans to establish the Aged Care Industry Workforce Council, the first industry leadership group dedicated to transforming the sector's workforce.

Leaders from consumer groups, employee groups and relevant special interest groups - together with a diverse group of providers (representing home care and residential care from different geographic locations) - have been engaged in development of the Council, which will lead the implementation of Australia's aged care workforce strategy: A matter of care - a strategy for Australia's aged care workforce. [Continue reading...](#)

ACSA and Australian Institute of Company Directors partner to offer leadership programs to aged care organisations

ACSA is pleased to announce the signing of a memorandum of understanding (MOU) with the Australian Institute of Company Directors (AICD), which will allow ACSA members to benefit from the provision of education, events and resources.

As a result of the partnership, a range of practical training programs will be available to leaders of aged care organisations to assist in the improvement of governance practices – including the 'Governing to Protect Vulnerable People' program developed by AICD last year in the light of findings from successive Royal Commissions and inquiries.

“Our partnership with AICD will enable more targeted resources to be developed, which will assist directors and executives of aged care organisations to better perform their roles,” said ACSA CEO, Pat Sparrow. “However, we also know that the lessons learned from aged care will be just as valuable for a broad range of NFP sector organisations.”

ACSA and AICD will work together across the coming months on the highest priority opportunities, paving the way for a long term partnership during coming years.

Click [here](#) to read media release.

Australian Government releases Home Care Data Report

Earlier this week, ACSA prepared an analysis for members of the latest Australian Government Home Care Data Report for the period 1 October-31 December 2018. The analysis sent as a Member Update, included national and state/territory summaries.

Click [here](#) to download the Australian Government Home Care Packages Program (HCPP) - Data Report.



Solutions for Skin Integrity.
That's the
HARTMANN difference.

Continece Management Wound Management

Visit HARTMANN website [here](#) or
contact HARTMANN on 1300 788 855

HARTMANN

Home care pricing - show cause compliance letter from 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 tomorrow (22 March). [Continue reading...](#)

Updating your provider details

ACSA recently received information from the Aged Care Sector Committee that the Department of Health now has processes in place for updating provider address details and/or any other material and operational changes made by the provider. [Continue reading...](#)

ACSA and Green Industries SA launch a waste and recycling guide for aged care facilities

Attended by David Speirs MP, Minister for Environment and Water, the launch of the Waste and Recycling in Aged Care Facilities Better Practice Guide 2018 showcased the better practice approach to waste and recycling - an initiative of ACSA and Green Industries South Australia (GISA), which provided grant funding.

ACSA is seeking expressions of interest from members keen to be involved in the 'translation-to-practice' phase, which will commence shortly. [Continue reading...](#)

Completion of Resource Utilisation and Classification Study (RUCS)

ACSA recently attended a sector update about the completion of the Resource Utilisation and Classification Study (RUCS). Attendees were addressed by Professor Kathy Eagar – Senior Professor and Director of the Australian Health Services Research Institute (AHSRI) – and a representative of the Department of Health.

The Department of Health has released a consultation paper, along with the study's findings and recommendations. [Click here](#) to read our member summary and to find links to these documents.

ACSA will shortly commence an engagement process with members as we develop our response to the consultation paper.

ELDAC's new palliative care helpline - 1800 870 155

The palliative care and aged care environment can be complex and confusing. End of Life Directions for Aged Care (ELDAC) is a free, government funded resource with trained staff on its helpline to help you quickly find information about palliative care and advance care planning.

Contact the ELDAC helpline on 1800 870 155 or email eldac.helpline@flinders.edu.au.
Click [here](#) for more information.

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.

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 Symposiums coming soon to WA, NSW and TAS

Perth, Sydney and Hobart will be the next cities to host ACSA's 2019 Finance & Aged Care Sector Symposiums, completing a series that started in Adelaide on 1 March.

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. To access programs and to register, [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.

Welcome to new ACSA members

ACSA extends a warm welcome to the following organisations that have recently joined as members:

- [Alwyndor Aged Care](#)
- [Queensland Health - Community and Oral Health Metro North](#)



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](#))

19 March: [ACSA backs rights-based approach to aged care](#)

15 March: [MOU to bring new leadership programs to aged care](#)

14 March: [New report is timely as Royal Commission hearing into home care starts next week](#)

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

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

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 \(ACT\)](#)

29 May: [Workshop: Innovating Dementia Care in Denmark \(NSW\)](#)

8 - 10 October: [2019 ACSA National Summit](#) - [registrations now open!!](#)

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

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

Information for Aged Care Providers, Issue 2019/4 - [click here](#)

Aged Care Legislation Amendment (Comparability of Home Care Pricing Information)

Principles 2019 - [click here](#)

Indexation rates for Residential Aged Care and Home Care Packages and changes to the Maximum Permissible Interest Rate (MPIR) - [click here](#)

Political Alerts

\$40 million to support people living with dementia - [click here](#)

Other Resources

NACA ACR Monthly update - February 2019 - [click here](#)

Parliament of Australia - Effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practised - [click here](#)



Missed an ACSA Weekly?

CATCH UP HERE

NATIONAL PARTNERS



INDUSTRY PARTNERS



ACSA Member Update | 22 March 2019 [View this email in your browser](#)

ACSA Member Update

New South Wales election

The New South Wales election to be held tomorrow (23 March) will include all 93 seats in the New South Wales Legislative Assembly and 21 of the 42 seats in the Legislative Council. The two-term incumbent Liberal/National Coalition Government, led by Premier Gladys Berejiklian, will attempt to win a third four-year term and will be challenged by the Labor opposition, led by Opposition Leader Michael Daley. Also contesting the election are two minor parties defending seats on the crossbench, the Greens and the Shooters, Fishers and Farmers Party, as well as three independent MPs

The latest polling: Newspoll (10 March 2019) has the Coalition on 50% vs Labor on 50%

(2party preferred); YouGov (17 March 2019) also has the Coalition on 50% vs Labor on 50% (2pp).

[Click here](#) to download the ACSA member brief.

NSW/ACT Finance and Aged Care Sector Symposium - one week left - limited spots remain

[Register now](#) for next week's NSW/ACT Finance and Aged Care Sector Symposium & CEO/Board Dinner.

CEO/Board Dinner - Exclusive to ACSA members

Date: 28 March

Time: 6pm-10pm

Location: The Calyx, Royal Botanic Gardens, Mrs Macquaries Rd, Sydney

Target Audience: CEO, Chair/President and Board members

Price: \$150

NSW & ACT Finance & Aged Care Sector Symposium

Date: 29 March

Time: Registration Desk open from 8.30am; Symposium: 9am - 4.45pm

Location: Mercure Sydney, 818-820 George St, Chippendale

Price: \$330

Click [here](#) to download program or find out more [here](#).

New South Wales regional forums

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 New South Wales and the Australian Capital Territory. You will hear from key ACSA staff and have the opportunity to discuss

any issues, ask questions and network with your colleagues.

The forums are open to all aged and home care providers - operational staff and board/committee members are welcome to attend.

Participation is **free of charge for ACSA members.**

| | | |
|----------------|--------------------------------|------------------------------|
| Central Coast | Monday 25 March, Tuggerah | Register now |
| Hunter | Tuesday 26 March, Booragul | Register now |
| Western Sydney | Wednesday 27 March, Marayong | Register now |
| North Coast | Tuesday 9 April, Coffs Harbour | Register now |

For more information, please contact Anna-Maria Wade (NSW & ACT State Manager and Employee Relations Manager) on 0410 274 872.



NATIONAL PARTNERS



INDUSTRY PARTNERS



ACSA Royal Commission Update | 24 March 2019

[View this email in your browser](#)

ACSA Member Update



Royal Commission into Aged Care



ACSA Advisory Panel

CLICK
HERE

Royal Commission Update - 14th Edition

Dear Debra,

The second hearing of the Royal Commission into Aged Care Quality and Safety (ACRC), held in Adelaide from 18-22 March, focused on home care.

Senior Counsel Assisting, Dr Tim McEvoy, told the Commission that recent round tables (one of which was attended by ACSA Chief Executive Officer, Pat Sparrow) and community forums in Bankstown, Wollongong and Bendigo had been helpful preparation for the hearing. Dr McEvoy also noted evidence provided by ACSA in a submission made in advance of the second hearing. To read the ACSA submission click [here](#).

Dr McEvoy confirmed 1704 public submissions had so far been received by the Commission, along with voluntary submissions from 99 of the top 100 aged care providers and additional voluntary submissions from smaller providers.

Across the week the ACRC heard from several witnesses, including consumers, providers (including two private Home Care Package (HCP) providers that had been sanctioned), Department of Health officials (including one who appeared anonymously), personal care workers and academics.

In summing up, Dr McEvoy highlighted evidence related to issues with My Aged Care, the unacceptable waiting time for HCPs, the assessment process and concerns it is not aligned to need, funding, perceived weaknesses with the process to gain approved provider status, the process through which sanctioned providers appoint advisers, and the home care workforce. Key points raised during the hearing were:

- The Department's process for awarding approved provider status and the perceived disconnect between that process and the process of sanctioning by the Australian Aged Care Quality Agency (AACQA) – now the Aged Care Quality and Safety Commission – with the Commission hearing evidence of sanctions being issued to providers shortly after approval;
- How sanctioned providers are referred to advisers to assist with improving practices and meeting compliance, and the practices (including fees and charges) of those advisers;
- Home care fees and charges and the ability to access services, especially for those consumers living with a disability;
- Consumer confusion regarding fees, charges and services provided;
- Salaries for the aged care workforce, staff turnover and training;
- Unspent funds in home care, and the apparent absence of rules on treatment of interest paid on those funds, is to be addressed;

- Evidence from the Department that an additional \$800 million would be required to attach all older Australians on the current home care wait list to a Level 2 HCP within three months – or alternatively, that to clear the wait list and assign HCPs to individuals at their assessed level of need (within three months) would require an additional allocation of \$2-\$2.5 billion per year; and
- Evidence given by Professor Hal Swerissen, Professor of Public Health at LaTrobe University and a Fellow of the Grattan Institute, who told the Commission that Australia needs to streamline the way aged care is funded because the capping in place in aged care, as compared with funding provided for disability services, is impacting both access to services and quality of outcomes. “My view is unless you have additional money, we will be here again at some point in time having a discussion about quality of care, lack of a workforce, the sorts of issues there,” Professor Swerissen told the Commission.

ACSA’s summary of the home care hearing is available [here](#).

Providers respond to concerns about services

During the hearing ‘lived experience’ witnesses gave evidence about providers they had received services from. One provider proactively contacted the Commission and provided a witness statement about those issues. Although the provider had only a few days to prepare its statement, doing so ensured a more balanced discussion of issues. Another provider received a request from the ACRC to respond directly to the concerns of a consumer who provided evidence during the hearing.

ACRC community forums

During March, the ACRC held three community forums - in Bankstown, Bendigo and Wollongong. During the most recent forum – held in Wollongong on 13 March - approximately 20 people spoke, including consumers, a representative of the elder deaf community, family members, carers and aged care workers. Issues raised included:

- The disparity between access to services under the National Disability Insurance Scheme (NDIS) and the aged care sector;
- Concerns about advice sourced through My Aged Care;
- Training provided for care workers;
- Staff shortages;
- Aged care sector salaries;

- Perceived inefficiencies of the Aged Care Funding Instrument (ACFI) and suggestions it rewards debilitation not rehabilitation;
- Compliance paperwork and the allocation of aged care staff to address it;
- The HCP wait list; and
- The impact of resident abuse on aged care workers.

Information about upcoming community forums, site visits and round tables will be available [here](#).

Social and mainstream media monitoring and ACRC alerts

ACSA encourages members to monitor social and mainstream media (e.g. by using [Google news alerts](#)) as doing so may inform you of a lived experience witness to your service. If you are aware of this, you may choose to contact the Commission to respond via a statement or submission.

ACSA members are also encouraged to subscribe to receive alerts from the ACRC via this [link](#).

What's next for the ACRC

The next hearing of the Commission will be held in Sydney during the weeks of 6 and 13 May. The hearing will focus on residential aged care and dementia. ACSA will prepare a submission in advance of the hearing.

The ACRC has indicated it will conduct hearings in all Australian capital cities, along with several regional locations, from March to December this year. The locations of each hearing will be announced throughout the year as arrangements are finalised.

ACRC background papers

The ACRC recently released its first background paper - Navigating the maze: an overview of Australia's current aged care system. The paper is available to download [here](#).

The Commission has indicated it will publish background papers from time to time on issues relevant to its work.

Resources

ACSA recognises this is a particularly difficult time professionally and personally for those who work in the aged care sector. To assist members, we have established ACSA's Royal

Commission Advisory Panel. Details can be found [here](#).

Our policy position summary, addressing a range of broader policy issues, can be viewed [here](#) and ACSA has also compiled a list of submissions to reviews and inquiries, as well as documents to inform the development of legislation. Click [here](#) to access these resources.

Members can also visit the ACRC website to view a list of previous reviews. [Click here](#).

Request for Information

If you have not yet responded to the Commission's voluntary Request for Information, we strongly urge you to do so. There is a range of useful ACSA resources available [here](#) to assist you. [Click here](#) to download a template you may find useful in preparing your response (please note: this is a MS word document).

Legal financial assistance for people engaging with the ACRC

The Attorney-General's Department is providing financial assistance for reasonable legal costs resulting from the ACRC. Information on how to apply is available [here](#).

Updating provider contact details with the Department of Health

The notification of a material change form is available online [here](#). This form should be used by approved providers to notify the Department about:

- Any situation that materially affects an organisation's suitability to be an approved provider. A material change is one that is substantial or considerable in nature; or
- Any changes to the details of an approved provider's authorised contact - the person the Department can contact and who is authorised to act on behalf of the organisation. Providers are required to notify the Department within 28 days after a change occurs.



Missed a Royal Commission Update?

CATCH UP HERE



NATIONAL PARTNERS



INDUSTRY PARTNERS



Good morning

Please find details below for upcoming cultural responsiveness and related training in Armidale and an evening information session on improving refugee resettlement in Armidale. Please feel free to register for one or more sessions according to your interest and needs.

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>

STARTTS Training

STARTTS 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, STARTTS

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

131a Marius Street, Tamworth | PO Box 865, Tamworth NSW 2340

T: 02 6760 2674 | M: 0436 629 627 | jarrad.smith@dpc.nsw.gov.au | dpc.nsw.gov.au



**Premier
& Cabinet**

Having trouble viewing this email? [View Online](#)

[View the online version](#)

[Download PDF](#)

[Subscribe](#)



A message from the Ombudsman

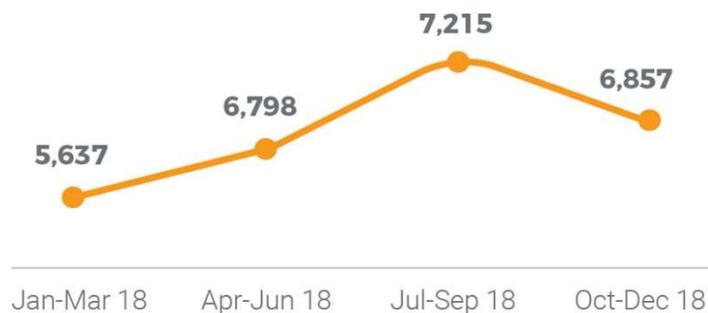
The EWON newsletter has covered many energy and water topics over the years, but none as frequently as those related to high bills and energy affordability. The cost of energy has increased well beyond Consumer Price Index and wage growth over the past 10 years, so this is no surprise.

[Read more](#)



Complaint update

Complaints by quarter



Key issues

| | |
|------------------------|-------|
| BILLING | 4,249 |
| CUSTOMER SERVICE | 2,842 |
| CREDIT | 1,196 |
| DIGITAL METER EXCHANGE | 623 |
| TRANSFER | 547 |
| MARKETING | 150 |

There may be more than 1 issue per complaint.

[See more statistics](#)

New protections for customers using life support equipment

The rules protecting customers using life support equipment have been updated by the Australian Energy Market Commission (AEMC).



The new rules came into effect on 1 February 2019 and now state that when a customer notifies either a retailer or a distributor that they have life support equipment at their home, the notified party is required to list the customer on a register and become the registration process owner.

The notified party must tell the other party about the life support equipment and they must also register the customer.

[Find out more here](#)



Rebates for customers using life support equipment

The NSW Government Life Support Rebate and the Federal Government Essential Medical Equipment Rebate are available to people who use energy-intensive life support machines at home, or medically required heating or cooling.

Example of the equipment covered by the rebates:

- Positive airways pressure (PAP) device
- Enteral feeding pump
- Phototherapy equipment
- Dialysis machines
- Ventilators
- Respirators
- Oxygen concentrator
- Total parenteral nutrition
- External heart pump
- Suction pumps (respiratory or gastric)
- Insulin pumps
- Airbed vibrator
- Nebulizer
- Apnoea monitors (children only)
- Medically required heating and air conditioning



Service NSW's Cost of Living Program

Service NSW is helping customers take advantage of NSW Government rebates and assistance programs by providing online assistance or personal appointments at their centres as part of the Cost of Living Program.

The aim of the Program is to ensure consumers have access to household rebates that can save them an average of \$550 a year.

The program can be accessed online at service.nsw.gov.au/campaign/cost-living or by making an appointment with a Cost of Living Specialist at a Service NSW centre by calling 13 77 88.

Personal Appointments

During the one hour appointment consumers receive individually tailored support to help them claim NSW Government rebates and other assistance, such as refunds. Interpreters can be arranged for consumers who speak a language other than English. Potential savings are available through energy rebates, the FuelCheck app, Free Rego, Active Kids vouchers, CTP green slips and many more.

Switching energy providers

There are several commercial energy comparison websites which offer services to customers wanting to switch retailers. Many of the commercial websites do not charge the customer a fee, however they typically receive a broker's commission from participating energy retailers or their 'preferred suppliers'. EWON recommends that consumers use a government operated service to help them find the best energy offer for them.

Energy Made Easy

The Australian Energy Regulator maintains a free comparator website where customers compare offers from electricity and gas retailers.

energymadeeasy.gov.au



Energy Switch

Energy Switch is a new electricity only comparator website developed by the NSW Government through Service NSW.

The Energy Switch website uses the same retailer information as Energy Made Easy to compare offers, however, it can also kick start the switching process. If a customer indicates they are interested in progressing with an offer, the retailer will receive the customer's contact information and will follow up with them directly.

energyswitch.service.nsw.gov.au

Lunar new year

To celebrate the year of the pig, EWON staff and a very vocal cheer squad took part in the annual Sydney Lunar New Year Dragon Boat Races at Darling Harbour. While the EWON team didn't score a place in the finals, everyone had a lot of fun!



Upcoming events

Penrith: Bring Your Bills

Venue: St Vincent de Paul Society Penrith Community Hub, 7/308 High Street Penrith

When: Third Tuesday of each month

Time: 9.00am - 3.00pm

RSVP: To book, call St Vincent de Paul on 02 8861 9770 and ask for an appointment to see EWON.



Woy Woy: Bring Your Bills

Venue: Coast Community Connections, Peninsula Community Centre, 93 McMasters Road, Woy Woy

When: Last Tuesday of each month

Time: 9.00am - 3.00pm

RSVP: You must make an appointment with Coast Community Connections to attend this free information session. To arrange a time please call 02 4341 9333 and press Option 3.



Blacktown: Bring Your Bills

Venue: SydWest Multicultural Services,
Level 2, 125 Main Street, Blacktown

When: First Friday of each month

Time: 9.30am - 2.30pm

RSVP: You must make an appointment
with Maria at SydWest to attend this free
information session. To arrange a time please call 9621 6633.



[See more events](#)

Subscribe to our newsletter

If you would like to receive our newsletters electronically,
please fill in the subscription form
at ewon.com.au/subscribe.



ewon.com.au

news@ewon.com.au

[1800 246 545](tel:1800246545)



ACSA Member Update | 26 March 2019

[View this email in your browser](#)

ACSA Member Update

New South Wales election results

The 2019 New South Wales state election was held on Saturday (23 March) to elect the 57th Parliament of New South Wales, including all 93 seats in the Legislative Assembly and 21 of the 42 seats in the Legislative Council.

The two-term incumbent Liberal/National Coalition Government, led by Premier Gladys Berejiklian, has won a third four-year term, defeating the Labor opposition, led by Michael Daley. Minor parties the Greens and the Shooters, Fishers and Farmers Party, as well as several independent MPs, successfully defended seats held on the crossbench.

At this point, the Coalition has won 47 seats (34 Liberal, 13 National), Labor has won 35 seats, the Greens have retained three seats from the last state election, Shooters, Fishers and Farmers have increased their representation to three seats and the three independents have retained their seats. It is the first time that the Coalition has won a third consecutive term in office in New South Wales since the 1971 state election. Premier Berejiklian is the first woman to lead a party to a state election victory in New South Wales, as well as the first Liberal woman to lead a party to a state election victory anywhere in Australia.

ACSA looks forward to working with the re-elected Berejiklian Government on issues that impact our members and we undertake to keep you updated on our ongoing plans to engage with the Government and to consult with our New South Wales members.

[Click here](#) to download ACSA's New South Wales election result brief.

Last day to book online - NSW/ACT Finance and Aged Care Sector Symposium

[Register now](#) for this week's NSW/ACT Finance and Aged Care Sector Symposium & CEO/Board Dinner.

CEO/Board Dinner - Exclusive to ACSA members

Date: 28 March

Time: 6pm-10pm

Location: The Calyx, Royal Botanic Gardens, Mrs Macquaries Rd, Sydney

Target Audience: CEO, Chair/President and Board members

Price: \$150

NSW & ACT Finance & Aged Care Sector Symposium

Date: 29 March

Time: Registration Desk open from 8.30am; Symposium: 9am - 4.45pm

Location: Mercure Sydney, 818-820 George St, Chippendale

Price: \$330

Click [here](#) to download the program or find out more [here](#).



NATIONAL PARTNERS



INDUSTRY PARTNERS



NCOSS eNews with the latest from the community sector

[Email not displaying properly? Click here to view it online](#)

eNEWS

 **ncoss**
NSW Council of Social Service

Powered by  **keep communityNet**

A MESSAGE FROM NCOSS CEO



Dear All

As we send our support and condolences to the people of Christchurch I am reminded of how important the values and work of civil society organisations are to building strong, safe and inclusive communities. Now more than ever we need to work together and take action for a fairer, inclusive society.

On Thursday night over 2,000 organisations and community groups did just that - coming together for the Sydney Alliance's Town Hall Assembly. It was a powerful display of solidarity and democratic power from groups representing a diversity of cultural backgrounds, faiths, unions and organisations. The Assembly demanded action on affordable housing and affordable, renewable energy from the ten politicians in attendance.

The Sydney Alliance is now reaching out to the Muslim community and calling for us all to step up and act for a welcoming Australia. As a member of the Alliance NCOSS supports this call and the actions that will follow. You can read the Alliance's Statement on Christchurch [HERE](#).

Thursday night notwithstanding, it has been hard to get cut-through on social justice issues in the lead-up to the NSW election. Policy announcements that would make a serious difference to those experiencing poverty and disadvantage have been largely missing in action. Here's hoping that post-election, there are plenty of opportunities to get our priorities on the agenda.

Speaking of elections, ACOSS is ramping up its Raise the Rate campaign as part of the 2019 Federal Election campaign. Go to the [ACOSS Raise the Rate](#) website to find out more and access resources that you can use in your local campaigning efforts. You can find more information about all ACOSS Federal Election priorities [HERE](#).

- Joanna Quilty, NCOSS CEO

NCOSS News & Events

NCOSS Releases Two Submissions on Energy and Housing!



NCOSS has recently complete two significant submissions, the first addressing remaining concerns with the Australian Energy Regulator's draft Hardship Policy Guideline. NCOSS has also completed a submission responding to the Hornsby Shire Council's Affordable Housing Discussion paper, which outlines the importance of a local government strategy to address the housing affordability in the Hornsby Shire. Read more [HERE](#).

NSW Government Announces Draft Terms of Reference for Royal Commission into Exploitation of People with Disability



The NSW Government has announced the beginning of a public consultation on the draft terms of reference for a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. People with disability, and other stakeholders, have the chance to provide feedback on the draft Terms of Reference, which are open for public comment from Wednesday, 13 March to Thursday, 28 March 2019. Now is the opportunity to [have your say](#) on the Terms of Reference by completing the public survey.

NCOSS Membership Survey – Have your say now!



NCOSS has been busy engaging with the sector and others to hear views on our role and directions. To further inform our next Strategic Plan (2019 – 2022) we are undertaking an on-line survey to understand current and future sector issues and what you need from NCOSS. You can access the survey [HERE](#). We will also be consulting with FONGA, the Health Equity Alliance and Regional Forum, among others. [Have your say!](#)

I4G 2019 Speed Consulting - Spaces Filling Fast!



The **I4G 2019 Speed Consulting** will give delegates the chance to ask that burning question, connect to the experts with the experience, and build knowledge to push your enterprising ideas forward to investment readiness. Places are strictly limited and are filling fast, [REGISTER NOW](#) to secure your spot! You must be an I4G attendee to access this opportunity, register for the conference [HERE](#).

Sydney Alliance Housing Assembly 2019 – Read what happened!



On Thursday 14 March, NCOSS attended the Housing Assembly 2019. Alongside the [Sydney Alliance](#) we showed the 10 politicians present that our communities have a vision for a city, state and country where no one is left behind, and we are willing to act to achieve it. If you were unable to attend the Housing Assembly, you can still take action by joining the [Everybody's Home](#) campaign to fix Australia's broken housing system. Read more about the Sydney Alliance [HERE](#).

Upcoming NCOSS Professional Development Events

- [NGO Research Forum](#) - 24 April 2019
- [Investing for Good Conference](#) – May 9 2019
- [Governing a Community Organisation \(Orange, NSW\)](#) - 21 May 2019

Subscribe to NCOSS Training and Events Mailing List

Community Services News & Resources

More than half of new jobs are part-time



Of the 1.85 million jobs created from 2008 - 2018 885,000 are part time. While this can suit mothers and older workers, younger workers in particular are being forced to take casual and low paid positions.

[Read More](#)

Financial literacy - a public health crisis?



Harm caused by financial stress has prompted calls for a public health approach to managing money. Others argue that self-education that inevitably involves complex financial systems is unrealistic.

[Read More](#)

Only one week left for submissions to disability royal commission



Anyone wanting to contribute their ideas to the just-released [Draft Terms of Reference for a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#) had better move quickly. The [DSS Survey Monkey](#) portal is only open until March 28.

[Read More](#)

New report: Insights into vulnerabilities of Aboriginal and Torres Strait Islander people aged 50 and over



This report shows that many Aboriginal and Torres Strait Islander people aged 50 and over have complex and varied needs. It brings together data from more than 20 sources to identify potential measures or factors which may be associated with vulnerability to abuse.

[Read More](#)

eSafety Research - Encouraging the digital participation of older Australians through mentoring



The latest research by the Office of the eSafety Commissioner explores ways family, friends and peers of older Australians can encourage them to improve their digital literacy and increase their online engagement.

[Read More](#)

[View all Big Picture News & Resources](#)

Professional Development Events

Health, justice and ageing: a national symposium - 21 March 2019, Ultimo



This conference will provide a unique opportunity to explore the systemic drivers of vulnerability faced by older people, as well as the innovations that are improving how we meet the needs of our ageing population.

[Read More](#)

Royal Commission into Aged Care Quality and Safety: Volunteer Managers Forum - 9 April 2019, Sydney



Join this workshop to gain further understanding of how the Royal Commission will affect the volunteering sector. Facilitated by Alison Choy Flannigan, the workshop will discuss specific strategies for dealing with complaints, interpreting duty of care and acting on allegations of abuse.

[Read More](#)

Tech Inclusion Conference - 22 May 2019, Melbourne



Join this conference for a full day of keynotes, panel discussions, solo talks and an interactive session focusing on inclusive innovation across the tech ecosystem.

[Read More](#)

Early Bird tickets for Volunteering NSW 2019 State Conference are now available!



The Conference theme is Inclusion, Innovation, Inspiration.
Tuesday 4 June
Costs vary

[Read More](#)

The Rocks

Recruiting and Retaining Volunteers - 29 April 2019,



Attracting and retaining volunteers can be a major challenge for volunteer managers and their organisations. This workshop will explore strategies and solutions to common issues within the volunteer management sector, as well as presenting key concepts that can aid in the process of recruitment. This training is delivered by Penny York.

[Read More](#)

[View all Big Picture Professional Development Events](#)

In Brief

ATSA Independent Living Expo, Sydney May 8th & 9th – This event, including very extensive displays of aids and equipment with over 100 exhibitors and a free two day, international conference. More information [HERE](#).

Justice Connect Webinars – Justice Connect will be hosting two upcoming webinars, **Employees, Volunteers and the Law** being held Tuesday 26 March and **Starting a Not-for-profit** webinar on Tuesday 9 April. More information [HERE](#).

NCOSS Training Opportunities – NCOSS has announced training opportunities being held in Orange. We will host [Governing a Community Organisation](#) on Tuesday 21st May. More information and register [HERE](#).

[View all Sector Specific Resources](#)

[Subscribe to Resources e-News](#)

[View all Training & Workshops](#)

[View all Training & Workshops Calendars](#)

[View all Conferences & Seminars](#)

[Subscribe to communityNet e-News for new Resources & Events](#)



NCOSS partners with Leep to produce this e-newsletter and related blog/s to distribute community sector news. Newsletter content and the links between this newsletter and any linked websites should not be construed as an endorsement, approval or recommendation by NCOSS of the owners or operators of those linked websites, or of any information, content, graphics, materials, products or services referred to or contained on those linked websites. [Read full disclaimer](#)



Do you want your organisation to reach a diverse, engaged and community driven audience?

Email advertising opportunities available.

Contact communitynet@leap.ngo for more information.

loop
communityNet

