



## **NESST (New England Sector Support Team) Newsflash**

Dear All,

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

- ACSA Member Update
- Community Care Review
- NCOSS Publications
- ACSA Weekly
- Interagency Notice of Meeting
- Disability Services Consulting
- 1<sup>st</sup> July and Aged Care Quality Standards
- Volunteer Week Morning Tea Invitation

New England **Sector Support Team**



Phone: 02 6772 3590

# **ACSA** Member Update

## **ACSA Quality Portal is now available and offers a two week free trial for members**

Dear Debra,

We are pleased to announce that ACSA has partnered with Standards & Performance Pathways (SPP) to launch the **ACSA Quality Portal**, now available for ACSA members.

Whether you are a new or existing provider, the ACSA Quality Portal will help you quickly and easily identify the differences between the new Aged Care Quality Standards and the home care and residential aged care standards, as well as any gaps in your compliance.

ACSA members can get started with a free, **two week trial** or a full subscription and receive the following benefits:

- **Streamline your transition to the new Aged Care Quality Standards;**
- **All of your ongoing compliance work and quality improvement on the one platform; and**
- **Save up to 80 per cent of your compliance time.**

## **ACSA Quality Portal**



ACSA Quality Portal also provides comprehensive ongoing compliance and quality improvement support with the following features:

- **Easy to follow online assessments**  
Self-assess against the Aged Care Quality Standards, the old standards, and any of the 50 or so other standards in the portal.
- **Gap analysis**  
If you self-assess in the portal against the home care or residential aged care standards, you'll immediately see where the gaps are between these and the new Aged Care Quality Standards.
- **Automatic quality improvement plan**  
The portal's action plan pulls together all of your outstanding tasks to achieve compliance. Assign tasks and due dates to team members.
- **Document library**  
Manage all of your quality and compliance documents in one place and link them to your self-assessments as evidence of your compliance.
- **Hundreds of downloadable resources**  
Download a wealth of good practice guides and policy templates in the Reading Room, to cover all aspects of running your organisation.
- **Risk registers and planners**  
Use or adapt one of our many register templates - for instance, risk or complaints management, continuous improvement, internal audits or WHS - or build your own from scratch.
- **Ready for reviewers**  
Generate self-assessment reports with linked evidence, which you can package for reviewers and make available online or offline.

[Click here](#) to find out more about the ACSA Quality Portal and download a brochure of services [here](#).

### Upcoming webinars

Throughout May and June, ACSA will deliver several webinars covering highly-demanded topics and will also increase the number of quality-focused training sessions available

across all states and territories.

Upcoming sessions include:

- 22 May: Understanding the new Charter of Aged Care Rights - [click here to register](#)
- 24 May: Standard 8, Organisational Governance - [click here to register](#)
- 5 June: Train the Trainer: Applying the New Quality Standards - [click here to register](#)
- 11 June: Webinar: Dignity of Risk - [click here to register](#)
- 19 June: Open Disclosure - [click here to register](#)
- Webinar: Governance for Boards in the Aged Care Sector - recording available [here](#)

Stay tuned to ACSA Weekly and ACSA's social media channels to find out more about new dates and times as they become available.

Regards,



Pat Sparrow, CEO



Darren Mathewson, Executive Director,  
Strategy & Policy

ACSA Member Update | 15 May 2019

[View this email in your browser](#)

# ACSA Member Update

## 2019 Federal Election

### Major parties respond to 'Five Urgent Priorities for Aged Care'

Dear Debra,

With only a few days left before the nation goes to the polls, ACSA wrote to all major parties seeking a formal response to the five urgent priorities for aged care that need to be addressed before the Royal Commission into Aged Care Quality and Safety delivers its recommendations.

ACSA's 'Five Urgent Priorities for Aged Care' are not silver bullet policies, rather they are practical and simple ideas that we believe can be progressed immediately in the new parliament, ahead of the Commission delivering its recommendations. Download the ACSA Election Statement [here](#).

We have now heard back from the Coalition (click [here](#) and click [here](#)), the Australian Labor Party (click [here](#)) and the Australian Greens (click [here](#)) and they have not specifically responded to our immediate priorities. While they have not responded to our priorities, there were a number of individual announcements - but these fall short of addressing the fundamental issues you face.

ACSA staff will now turn their attention to the development of an incoming Government Brief to ensure the new Government is fully aware of issues and solutions for the short and long term to ensure you can deliver the quality care and services that you want to provide, and the community expects.

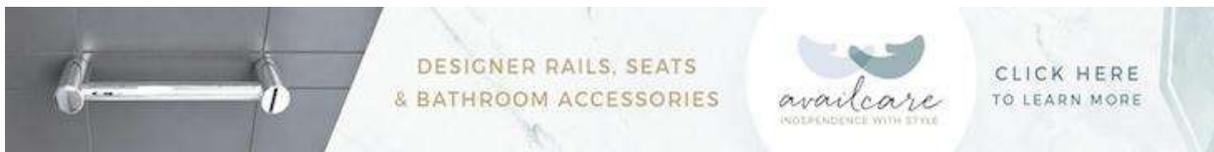
We will update you further after election day.

Regards,

A handwritten signature in black ink that reads "Pat Sparrow". The signature is written in a cursive style with a long, sweeping underline.

Pat Sparrow, CEO

Community Care Review | Please add us to your safe sender list and set images to always display.  
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## Latest News



### [Election silence on home care wait list 'inexplicable'](#)

The home care waiting list has been the elephant in the room during the election campaign.



### [Pressure ulcer risk assessments 'like flipping a coin'](#)

Current guidelines for preventing pressure ulcers are outdated and existing risk assessment tools are “like flipping a coin”, an international expert says.



### [Local councils commit to disability-friendly neighbourhoods](#)

Local councils in Sydney and Brisbane have launched plans to make their neighbourhoods more accessible for the elderly and people with disability.



### [Avoiding technology for technology's sake](#)

One of the biggest risks in bringing technology into healthcare is that it will make care impersonal and increase reliance on technology at the cost of personal interaction.

[Read more](#)

Sponsored



**[New carers website aims to change ‘culture of dementia despair’](#)**

A new website is being launched specifically for carers of people with dementia to find information and share their stories.

**MEAL DELIVERY SERVICE**  
Home Care Package Meal Provider  
NDIS Registered

With over 65 homestyle meals to choose from  
PH: 1800 801 200 ♥ [www.tlc.org.au](http://www.tlc.org.au)

**Events**



**[Meaningful Ageing Workshops](#)**

Feb 26 – May 31 all-day

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

**ATSA INDEPENDENT LIVING EXPO**  
8-9 May 2019 Sydney Olympic Park  
15-16 May 2019 Royal ICC Brisbane

**[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).



**[Home Care Package Design Seminar Stage 2](#)**

May 16 – Jun 6 all-day

Getting your model right!



**[Webinar: Managing Pressure Injuries: The Pressure is On!](#)**

May 21 all-day

Pressure injuries continue to remain a major challenge faced by aged care



**[COTA + ACSA Governance in Aged Care Conference](#)**

**May 29 – May 30 all-day**

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



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

**Jun 4 – Jun 5 all-day**

Embedding quality throughout the workforce to deliver consumer centred care.



**[Aged Care Week](#)**

**Jun 18 – Jun 20 all-day**

Akolade's Aged Care Week is designed to help those working in residential



**[8th International Conference on Ageing and Spirituality](#)**

**Oct 27 – Oct 30 all-day**

Charles Sturt University is hosting the 8th International Conference on Ageing & Spirituality in Canberra 27-30 October 2019.

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

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## A MESSAGE FROM NCOSS CEO



Dear all,

Our Investing for Good conference on Thursday 9 May was a sell-out event, with over 200 NGO, corporate, philanthropist and government participants. Early feedback is that people left feeling inspired, energized, more connected and both better informed and better equipped to engage with impact investing. Stay tuned for more on conference learnings and next steps.

In the final weeks before the federal election NCOSS has been putting pressure on key federal candidates and local councils across the state to raise the rate of Newstart. We have called on local candidates in the seats of Page, Lindsay, Wentworth and Gilmore to support an increase and have contacted councillors in the City of Sydney, Parramatta, Penrith and Ballina – LGAs which experience some of the highest levels of rental stress in Australia.

With only days before the election we urge you to join the sea of voices by writing to your local candidate and signing the petition. ACOSS resources can help - see [Raise the Rate](#) website.

This year Anti-Poverty Week (APW) will be held from 13-19 October. The overarching theme is 'Poverty exists. It hurts us all. We can do something about it'. Mission Australia's State Director Nada Nasser and I will co-chair the NSW reference group. If you would like to get involved please drop us a line. Contact Nada at [nassern@missionaustralia.com.au](mailto:nassern@missionaustralia.com.au) or myself at [joanna@ncoss.org.au](mailto:joanna@ncoss.org.au).

NCOSS recently provided a submission to the Special Commission of Inquiry on Ice drawing on evidence from research, our regional consultations and expert advice from policy forums. We used it as an opportunity to highlight the nexus between poverty, ice use, mental health issues and lack of community based support services. You can access a copy of our submission [here](#).

And finally... FONGA is heading west! Or at least as far as Blacktown with the next FONGA meeting on 7 June (10am to 12 noon) to be held at Blacktown City Council. There will be a focus on public transport issues for Western Sydney to inform the NCOSS IPART submission on Opal fares from July 2020. Please come along - we would love to see you!

- Joanna Quilty, NCOSS CEO

## NCOSS News & Events

## ACOSS Leads Action on Climate Change Ahead of 2019 Federal Elections

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Social sector organisations have banded together to urge political parties and candidates to commit to strong action to respond to the climate crisis, and clear policies that will support local communities particularly people living in poverty who are being hit hardest by climate change effects. Full ACOSS Climate and Energy Election asks can be found [HERE](#).

## NCOSS Training Opportunities – Register Now!

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NCOSS is bringing learning opportunities to Orange and Western Sydney. There will be a series of workshops held across May 21 and June 14 that will provide attendees with the opportunity to connect, peer to peer learning and to develop implementable skills. It's your last chance to register for the workshops, [Governing a Community Organisation](#) and [Volunteer Management and the Law](#), being held in Orange on 21 May! More information [here](#).

## UNSW Calling for Expressions of Interest

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The Department of Developmental Disability Neuropsychiatry (3DN) at UNSW Sydney wants to learn more about the availability and accessibility of health-related information for people with an intellectual disability. They are currently running a project which asks people about the accessibility of health-related information for people with an intellectual disability, what accessible information is needed, and what makes information accessible to people with an intellectual disability. More information [here!](#)

## National Housing Conference – Early Bird Tickets on Sale now!

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The biennial National Housing Conference is the largest gathering for the social and affordable housing sectors in Australasia. In 2019 the NHC will be held in Darwin for the first time in its history. Registrations are now live with super saver pricing. Early bird ticket sales will finish Friday 31 May - review the [program snapshot](#) and [register now!](#)

## Raise the Rate Campaign – Last Chance to sign the petition!

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With the federal election this weekend it's your last chance to sign the Raise the Rate petition to increase the Newstart allowance. Raising the Newstart rate will make the system stronger and give people looking for paid work the best chance to get through tough times and find suitable employment. Show your support for the campaign by signing [here](#). More information about the ACOSS campaign is available [here](#).

## Upcoming NCOSS Professional Development Events

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- [Governing a Community Organisation \(Orange, NSW\)](#) - 21 May 2019
- [Community Volunteer Management and the Law \(Orange\)](#) - 21 May 2019
- [NCOSS and NSW Legislative Council Parliamentary Inquiries Workshop \(Sydney\)](#) - 12 June 2019
- [Governing a Community Organisation \(Western Sydney\)](#) - 14 June 2019
- [Volunteer Management and the Law \(Western Sydney\)](#) - 14 June 2019

Subscribe to NCOSS Training and Events Mailing List

## Community Services News & Resources

### Disability advocates say the electoral process is flawed

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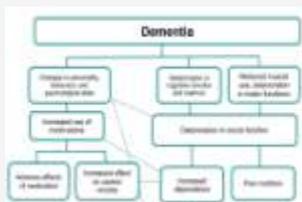


Australian disability advocates are calling for overhauls in the electoral process in an effort to ensure people with disability have an accessible, private voting process.

[Read More](#)

### Three new background reports from the Royal Commission into aged care

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The Office of the Royal Commission into Aged Care Quality and Safety has, in early May, published reports on dementia, use of restraint, and the pressures on the aged care system.

[Read More](#)

### Volunteering Australia calls for clear policy commitments before election

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Volunteering Australia has called for all parties to adopt a policy platform that responds to the needs of the volunteering sector and grows a culture of giving in Australia. Five-year funding contracts are an example of the concrete commitments they'd like to see.

[Read More](#)

## Assess this: do you need a new needs assessment tool?



The Australian Institute of Family Studies has published new wide-ranging needs assessment tool for social services. It is suitable for assessing client groups and communities.

[Read More](#)

## Cheaper houses are harder to buy



Although the median house price in Sydney is set to fall below \$1 million, it is harder than ever for most people to buy one. One would think falling house prices would make it easier to get into the market, but that's not the case.

[Read More](#)

## Millions of Australians don't use the internet (and won't read this)



The digital divide has plateaued but persists for 2.6 million Australians. Who are they, and why are they not online?

[Read More](#)

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

## Professional Development Events

### Responses to Sexual Violence in a University Setting - Seminar - 19th of June



WLS NSW Foundation invite you to be part of a monthly discussion from feminist legal perspectives. These talks will create a platform to exchange ideas, inform change and share research. Each month we will discuss the latest developments in legal issues that directly impact women and children.

[Read More](#)

### Ask Izzy webinar and workshops: Taking Control Online



Upcoming webinar: Friday 21 Jun, 2019, 11:00am - 12:00pm AEST. As part of Ask Izzy Help at Hand family violence project funded by the NAB Foundation.

[Read More](#)

## Developing a best practice framework for mental health services for young people from migrant and refugee backgrounds - 15th May - Fairfield

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We would like to invite you to participate in a focus group on best practice service approaches to improving the mental health and wellbeing of young people from migrant and refugee backgrounds to develop a good practice framework for adoption across Australia.

[Read More](#)

## Interpreting the 2019 Federal Election - What Does It Mean For Not For Profits? - Webinar - 23rd of May

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The Australian Federal Election is just weeks away. Whatever the result, your organisation needs to dissect the outcome.

[Read More](#)

## Automate your Organisation - Free Webinar, 28 May 2019

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By introducing automation into your organisation, you can greatly increase the speed, efficiency and accuracy of processes like posting to social media, tracking communication, replying to emails and more.

[Read More](#)

## Working with Loss & Grief in Palliative Care Workshop - Free- Mudgee - 30th & 31st of May

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This workshop focuses on the loss and grief support network for the dying and their families. It incorporates principles of palliative care, which means affirming life and regarding dying as a normal life process.

[Read More](#)

## Tech Inclusion Conference - 22 May 2019, Melbourne

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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](#)

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

## In Brief

**Justice Connect Webinar Series:** Register now for two upcoming webinars, [Protecting your volunteers and organisation from unlawful workplace behaviours](#) – Tuesday 21 May and [We're All in this Together – Employees Volunteers and the Law](#) – Tuesday 18 June.

**NSW Legislative Council Workshop – 12 June.** This free workshop is aimed at people working in Policy or management in the NSW community sector, whose work potentially involves taking part in Parliamentary Inquiries. [Register now!](#)

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The advertisement features a central illustration of two hands holding a green envelope with a white card inside that says 'leep communityNet'. The background is filled with various colorful icons representing digital marketing and communication, such as a smartphone, a laptop, a camera, a speech bubble, a gear, a magnifying glass, a bar chart, and a play button. The text is presented in a clean, sans-serif font, with the main headline in white on a purple background and the rest in white on a teal background.



## **Aged care sadly absent from national political discussion**

Days away from the Federal Election and aged care is still sadly absent from our national political discussion.

While there have been a number of individual policy announcements, these fall short of addressing fundamental and urgent needs in the aged care sector. It is hypocritical for our leaders to agree aged care needed a Royal Commission but then put urgent reforms in the too hard basket. 'After the Royal Commission' is not an excuse that older Australians who are in need right now want to hear.

We are disappointed to say the least that the parties are using the Royal Commission into Aged Care Quality and Safety as an excuse to delay implementing practical solutions. The incoming government, whichever it will be, needs to relieve the significant pressures on services for older Australians right now.

ACSA is preparing an incoming government brief to quickly engage after polling day. We won't be waiting for the Royal Commission to push for urgent reforms. We have been focused throughout on continued engagement beyond the outcome of Saturday's poll and have been developing a strategy for the months to come.

This week has seen a continuation of the hearings of the Royal Commission into Aged

Care Quality and Safety in Sydney. While it has often been difficult and distressing personal testimony, it has also been good to see some positive aged care stories too.

ACSA Board Member and Glenview Chief Executive Officer, Lucy O'Flaherty, provided testimony to the Commission on Tuesday, communicating some of the work Glenview has done in the area of dementia care.

Elsewhere this week the Ageing Asia Alliance Awards honoured some of the great work being done by providers in Australasia. The Awards were a reminder of the broader context in which we all operate as Australian providers in a region where ageing and aged care is a critical issue for all nations. Congratulations to all nominees and winners – watch for more details to come.

Regards,

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

Pat Sparrow, CEO

### **ACSA Quality Portal is now available and offers a two-week free trial for members**

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### **ACSA and OPAN partner to support aged care sector**

ACSA will work together with the Older Persons Advocacy Network (OPAN) on a number of initiatives across the coming months, including those relating to the Aged Care Quality Standards (taking effect from 1 July) and the new Charter of Aged Care Rights, commencing on the same date.

The Charter – which will replace the current charters of aged care rights and responsibilities - aligns with the Standards and places the consumer at the centre of care by giving them choice and recognising their right to be treated with respect. Consumer responsibilities have also been revised. [Click here](#) to continue reading.

### It's time to renew your ACSA membership



Pay your 2019/20 membership fee in full by 30 June 2019 and receive a **5% early settlement discount**

We have emailed your organisation in recent days to invite you to renew your ACSA membership for 2019/20. If you would like further information about renewing, please contact [membership@acsa.asn.au](mailto:membership@acsa.asn.au) or call (03) 9108 0750. Renew your membership by 30 June 2019 and be eligible for a 5 percent early settlement discount!

### 2019 ACSA National Summit – keynote speakers



Introducing Keynote Speakers

**Tim Costello AO**      **Prof Hal Swerissen**

**ACSA**  
Aged & Community Services Australia

**32nd National Summit**  
PURPOSE | PEOPLE | PERFORMANCE  
8-10 OCTOBER 2019  
Melbourne Convention and Exhibition Centre

[www.acsasummit.com.au](http://www.acsasummit.com.au)

The program for ACSA's 32<sup>nd</sup> National Summit is taking shape and we are pleased to announce the following keynote speakers.

**Rev Tim Costello AO** is one of Australia's most respected community leaders and a sought-after voice on social justice issues, leadership and ethics.

**Prof Hal Swerissen** is Fellow at the Grattan Institute, Emeritus Professor at La Trobe University, and has served on numerous reviews and consultative bodies for government.

To register or to find out more [click here](#).

### Helping ELDAC celebrate its first year

ACSA is a proud consortium member of the End of Life Directions for Aged Care (ELDAC) project and we're pleased to help the project celebrate its first year.

Funded by the Australian Government Department of Health, ELDAC connects people working in aged care with palliative care and advance care planning information, resources and services.

Together, we're helping to improve the care of older Australians at the end of life. We encourage you to visit the ELDAC website - [www.eldac.com.au](http://www.eldac.com.au) - and to make the five evidence-based toolkits part of your daily practice.



### Royal Commission Update

ACSA's Royal Commission Update will be published tomorrow, wrapping up the second week of the Royal Commission into Aged Care Quality and Safety's current hearing.

The Commission has released its first newsletter, which is available [here](#).

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

### Influenza season is upon us

Influenza season is upon us and health departments across the country are promoting vaccination as the most important measure we have to prevent influenza and its complications. In 2017, the influenza activity in the community was higher than average and people aged 65 years and older accounted for more than 90 per cent of all notified deaths related to the 'flu'. [Click here](#) to read more.

## Have your say - Home Care Packages Program Manual

The Department of Health is developing a Home Care Packages Program Manual for approved home care providers and consumers. The manual has been developed in response to feedback from the sector seeking one place to find information on the Home Care Packages Program.

The Department has engaged KPMG to assist with the development of the Manual. KPMG has released a survey for [providers](#) and a survey for [consumers](#), seeking views on the Manual. We encourage you to complete the survey and to distribute it to others who may like to provide input.

The survey will be open until **Friday 17 May**.

## Sign up to the ELDAC newsletter

End of Life Directions for Aged Care (ELDAC) can connect you with tips and tools to support you to care for older Australians coming to the end of life. Sign up to the ELDAC newsletter for updates about the project, toolkit tips and links to education opportunities in the sector. Find out more on the ELDAC website, [www.eldac.com.au](http://www.eldac.com.au) or [click here](#) for the news and updates page.



ACSA's  
State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

## Media Releases

16 May: [Political parties respond to aged care priorities: continue to put reform in the 'after](#)

[the commission' basket](#)

12 May: [Good intent is welcome but still no concrete aged care commitment from either party](#)

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

24 May: [Webinar: Standard 8 of the Aged Care Quality Standards](#) *\*Members Only\**

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5 June: [Webinar: Train the Trainer](#) *\*Members Only\**

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11 June: [Webinar: Dignity of Risk](#) *\*Members Only\**

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19 June: [Webinar: Open Disclosure](#) *\*Members Only\**

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12 July - 9 August: [2019 ACSA Aged Care Awards](#) (all states/territories)

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

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## Other Events

**Governance in Aged Care and Strengthening the Aged Care Workforce conferences - Sydney, 29-30 May & 4-5 June**



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**

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

**WA Forum for Impact Investment in the Community Housing Sector - Perth, 11 June**



2019 is a time of unprecedented challenges, opportunities and change across the not-for-profit sector in Western Australia. While the sector is stretched capacity meeting increasing demand across the board for community services, there has never been a more critical time to consider innovation with an eye to collaboration in developing innovative social finance, impact investment and social enterprise initiatives.

The Community Housing Industry Association (WA), in partnership with Shelter WA, BOOMPower, Impact Seed, Aged and Community Services Australia and Impact Investment Group invite ACSA members to a workshop on impact investment opportunities facilitated by Impact Seed. It is aimed at CEOs, CFOs and Senior Asset Managers.

This event is **free for ACSA members**. More information [here](#)

## **Oceanic Palliative Care Conference 2019 - Perth, 10-13 September**

**Early Bird registration ends on 29 June 2019**



Palliative Care Australia will provide Continuing Professional Development Scholarships to support up to 40 people working in underserved communities within Australia to attend the Oceanic Palliative Care Conference 2019. The Conference will be held at the Perth Convention Centre from 10-13 September.

The theme of the event is Universal Access: Oceans of Opportunities and the extensive program will explore palliative care as a human right which should be available to all who need it, regardless of their location, age, income, diagnosis, prognosis, gender, sexual orientation, social background or cultural origin. [Click here to find out more.](#)

## 2019 Global Ageing Network Conference - Toronto Canada, 17-19 September

Early Bird registration ends on 31 May 2019



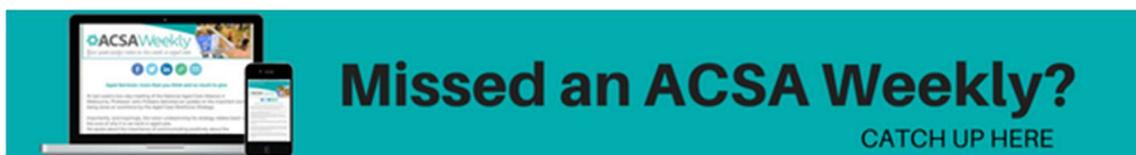
Are you interested in joining other professionals and consumers of long term care and ageing services from around the world to learn about emerging research and innovation in a unique forum dedicated to shared knowledge and professional networking? Join the Global Ageing Network at the [2019 Global Ageing Network/OLTCA conference](#) in Toronto, Canada from September 17-20. [Discounted registration](#) ends on 31 May.

## Publications, reports, grants and resources

A letter from the Aged Care Quality and Safety Commission - [click here](#)

Have your say: Aged Care Diversity Framework - Homelessness Action Plan - [click here](#)

SAGE Tours - May 2019 Newsletter - [click here](#)



Dear Interagency Member

Our next meeting will be on Tuesday, 28 May – see the attached draft agenda for full details. If you have an agenda item to add, please get in touch by Thursday this week.

I will be back in touch on Wednesday as I need to get someone to take over the secretariat of the meeting.

Cheers

Jane

## Jane Davies

Coordinator Armidale Volunteer Referral Service



INVESTARMIDALE.COM.AU



19.05.28 AI  
Agenda.docx



19.03.26  
minutes.docx



Hobart / Adelaide / Melbourne / Sydney / Brisbane / Canberra  
Sunshine Coast / Toowoomba / Darwin / Perth / Townsville

# NDIS Quality & Safeguarding: What You Need to Know

9:30am - 12:30pm

The new Q&S Commission creates new mandatory requirements for NDIS service delivery. In this workshop we unpack the essentials, covering:

- The key changes for providers: from Registration and Code of Conduct to Complaints, Reportable Incidents, Behaviour Support, Worker Screening and the brand new Orientation Module
- The auditing requirements you need to meet: Modules, Practice Standards and Participant Outcomes



- The impact of the shift from a compliance focus to an outcomes approach
- Developmental, preventative and corrective approaches to quality and safeguarding  
Developing your own tailored and proportionate approach to quality and safeguarding

[Read more](#)

# Getting Ready for Self Assessment: Practical Session

1:30pm - 4:30pm

It's time to get practical. Start identifying and recording evidence against the NDIS Q&S practice standards in this hands-on practical workshop. Build your skills and confidence to complete the online self-assessment in preparation for the auditing process by:



- Understanding the implications of your responses on the scope (and cost) of audit
- Building your understanding of the NDIS Quality and Safeguards self-assessment process

- Working through DSC's Gap Analysis Tool and Continuous Improvement Register
- Workshopping examples of evidence against a division of the core module

[Read more](#)



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## **Are you ready for the 1<sup>st</sup> of July and the Aged Care Quality Standards?**

The following are the key tasks you need to complete:

### **TASK**

1. Introduce the new Standards to your Board or Management Committee and develop an implementation plan
2. Review with the Board the corporate governance and clinical governance processes in your organisation to ensure accountable and quality services are delivered (this is an important part of the new Standards)
3. Revise or develop your Policies and Procedures to comply with the Standards. If you are delivering clinical care make sure you are familiar with the new requirements
4. Check your forms and agreements and revise as necessary
5. Revise your Consumer Handbook to include all the information you now need to provide and explain to each consumer
6. Identify changes to existing practices
7. Introduce your staff to the new Standards and changed practices as appropriate to their role through discussion, training and other strategies
8. Introduce consumers to the new Standards (keeping it simple) and provide them with opportunities to discuss any changes. In particular, provide them (and keep a signed copy) with the new Charter of Aged Care Rights and your updated Consumer Handbook and explain the changes to them and/or their representative in ways that they can understand
9. Make sure you keep records, including minutes and notes of key activities and update your Improvement Plan and risk plan
10. Commence an ongoing audit process of your Policies and Procedures against requirements and practices, again, keeping your Improvement Plan up to date

**If you are not a customer of GGJ consultants** our Example Policies and Procedures for Home Care and Residential Care can make the implementation of the Aged Care Quality Standards a much more manageable task.

**We provide:**

- Comprehensive Example Policies and Procedures in line with the new Standards and with examples of corporate and clinical governance processes that you can customise to your operations
- Over 70 forms
- Over 30 Clinical Practice documents to guide practitioners
- A Consumer Handbook
- Example competency documents for training support workers
- A range of reference documents relevant to the Standards including resources for consumers.

We are also working on our Audit Tools which tie in directly with the Example Policies and Procedures.

Download our Brochure/Order Form from our web page at [GGJ.COM.AU](http://GGJ.COM.AU). If you would like further information or examples of our resources please email me at [LES@GGJ.COM.AU](mailto:LES@GGJ.COM.AU).

If you do not wish to receive emails from GJJ Consultants please advise by return email.

Regards

**Leslie Gevers**  
**Director**

Dear Member Organization

Happy National Volunteer Week! Our next morning tea will be on Thursday, 30 May, in the Jacaranda Room starting at 10.30 am. I've attached a flyer advertising our event and would appreciate your drawing this to the attention of your volunteers (the ones who won't be volunteering on the 30<sup>th</sup> ☺).

I do hope you'll be able to come and join with volunteers and representatives from member organizations to enjoy an informal get-together where you can promote your volunteer needs directly to volunteers and share information on your service.

As always there's no need to respond to this, but I do hope you'll be able to find the time to come and join us.

Best wishes

Jane

**Jane Davies**

Coordinator Armidale Volunteer Referral Service



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