



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Aged and Community Services Australia
 - Weekly
 - Royal Commission Update
 - New Webpage
- NCOSS Publications
 - E News
 - Anti-Poverty Week
- GoCo Dementia Australia Events
- Ready-Set-Connect Disability Networking Events
- Community Workers Resource
- ASCA Regional Workforce Forums
- Disability Services Consulting
 - Support Coordination Workshops
 - Worker Orientation Module
- AbSec Conference

New England Sector Support Team



Phone: 02 6772 3590

Issue No. 111 | 2 May 2019

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Keeping our industry's priorities on track

ACSA has been active on the campaign trail on behalf of members and this week we stepped up our public advocacy with the release of our ['Five Urgent Priorities for Aged Care'](#) – a list of practical, short term solutions that both political parties can get behind to support older Australians and their care providers.

One of the key messages we've communicated in the media and elsewhere this week is that the Government (whichever Government ends up being elected) doesn't need to wait until the Royal Commission into Aged Care Quality and Safety is over in order to take meaningful action - see [media statement here](#).

ACSA's 'Five Urgent Priorities for Aged Care' include extending the short term 9.5 per cent funding injection into residential care, boosting Level 3 and 4 Home Care Packages and the rural and remote supplement, tackling oral health in aged care with Medicare Benefits Schedule (MBS) provider numbers issued to oral health and bringing forward the 30 per cent increase in the homeless supplement.

It was pleasing to see those messages taken up by the mainstream media earlier this week, with multiple stories published/aired in both metropolitan and regional media outlets and carrying the detail around our top priorities for the sector. Read a sample of the coverage [here](#).

As always, pressure on local members is an effective tool, and we urge you to continue to promote these priorities in your local area. Use ACSA's template media release ([here](#)) to create your own version and send it to your local newspaper and/or television/radio station to keep the pressure up. We are aware of many members who have taken action in their local areas – and achieved results! Click [here](#) for an example of coverage achieved by one of our members in South Australia. If you don't know your local candidates there are some online guides to assist, including the Tally Room - [here](#).

As the Royal Commission continues it is also important to remember all the good things we do as an industry and celebrate and share those amongst ourselves.

ACSA's Aged Care Awards offer a valuable opportunity to do exactly this. At the request of members, we have now extended the nomination deadline for the Awards to Thursday 16 May.

Last year's awards unearthed some great stories about individuals and providers going above and beyond and, in some cases, generated local media recognising those efforts - which is always a nice bonus. So if you want to get the word out about great work being done, I urge you to take the time to recognise your organisation's best practices, wins and positive successes – [click here](#) to find out more.

Regards,



Pat Sparrow, CEO

ACSA releases position papers on the use of psychotropic medication and physical restraint in residential care

In advance of the commencement of the new Aged Care Quality Standards on 1 July, ACSA has released two position papers - on the use of psychotropic medication in residential aged care (click [here](#)) and physical restraint in residential aged care facilities (click [here](#)).

ACSA values feedback highly and members are encouraged to share their comments regarding the position papers by sending an email to ACSA Policy and Member Advice

Manager, Derek Dittrich, at derek.dittrich@acsa.asn.au. Comments received will be taken into consideration during the next periodic review.

ACSA is currently developing further position papers on topics that directly impact members - stay tuned for updates on this matter.

Last day to submit abstracts for ACSA's 32nd National Summit



Today is the last day for interested speakers to submit an abstract for presentation at ACSA's 32nd 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.

Have your say about the draft Aged Care Homelessness Action Plans

The Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM MP, has commissioned an action plan under the [Aged Care Diversity Framework](#) for older and prematurely aged people experiencing, or at risk of, homelessness (the Homelessness Action Plan). This is part of the work towards realising the Aged Care Diversity Framework's vision that *'All older people experience a high-quality aged care system that ensures equitable access and outcomes and embraces their diverse characteristics and life*

experiences.’

Housing for the Aged Action Group (HAAG) is working with a reference group and the Aged Care Sector Committee Diversity Sub-group to develop the Homelessness Action Plan and is seeking your feedback on the three draft Aged Care Homelessness Action Plans by 22 May:

- [Provide feedback via survey for draft Consumer Homelessness Action Plan.](#)
- [Provide feedback on the draft Action Plan for the Australian Government proposed by those consulted.](#)
- [Provide feedback on the draft Provider Homelessness Action Plan.](#)

[PDFs of the three draft Homelessness Action Plans are available here](#) so you can consider your response before opening the surveys. You can edit your survey responses from the same computer until you submit. The surveys will close on 22 May.

If you have any questions, please contact Sue Malta, Project Researcher, on 0409 433 077 or via email at projects2@oldertenants.org.au.



The banner features a background of various colored diamonds (teal, orange, yellow) of different sizes. A red diagonal banner on the left reads "Extended to 16 May". On the right, the ACSA logo is displayed above the text "AGED CARE AWARDS" and a teal button that says "NOMINATIONS OPEN".

Nominations for the 2019 ACSA Aged Care Awards have been extended and will now close at 5pm (local time) on Thursday 16 May. [Click here](#) to download the Nomination Submission Guide. [Click here](#) to nominate now. For further information, [click here](#) or contact our Events team via email at events@acsa.asn.au.

Update on ACSA Advisory Committees

The Expression of Interest (EOI) process for ACSA's State Advisory Committees has concluded and we can report the committees will either continue or commence in the following states/territories (click [here](#) to see).

These Committees will now be scheduling their next or first meeting. At this meeting, they will elect or confirm their Chair. The Chairs of State Advisory Committees in the areas of

Residential Care, Home/Community Care, Finance and Retirement Living will automatically be members of the corresponding National Advisory Committee. Where a state does not have an existing Advisory Committee for an area, the Divisional Council will nominate individuals to participate on behalf of their state. These National Advisory Committees will be set up and meetings scheduled when their membership is finalised.

The Regional, Rural & Remote (RRR) National Advisory Committee did not have State Advisory Committees to draw from and EOIs were taken directly. We received a very positive response, with 31 EOIs, and have subsequently decided to initially establish a RRR National Network to maximise member involvement and the skills and knowledge of individuals. We can also use this network for future activities around the Remote Workforce Accord.

ACSA Wellness and Reablement Roadmap



ACSA has partnered with Helen Sanderson Associates to develop a Wellness and Reablement Roadmap to help Commonwealth Home Support Program (CHSP) providers to self-assess their progress in integrating wellness and reablement principles into core service delivery. It is an initiative of the South Australian Sector Support and Development Project funded by the Australian Government Department of Health. [Continue reading...](#)

Update - new Aged Care Quality Standards

ACSA has been conducting 'Hitting the Target' workshops across Australia. These interactive workshops were designed as an overall introduction to the new Aged Care Quality Standards, giving a background and overview, and an understanding of consumer outcomes, the Standards, structure, requirement and intent – as well as how each of the Standards is to be applied, monitored and reviewed. The workshops also contained relevant case studies.

ACSA now wishes to make the presentation and resources available to members, allowing you to use the resources and hold workshops with your staff, as required. [Click here](#) to access webinar details and further information.

Updates to Guidance and Resources for Providers to support the Aged Care Quality Standards

On 3 April, the Aged Care Quality and Safety Commission updated the Guidance and Resources for Providers to support the Aged Care Quality Standards. The resource is being used by many provider organisations to assist them during the transition to the new Standards and beyond.

The updates include added resources in seven areas, new content to the Purpose and Scope of Standard One, addition to requirement (3) (d) of Standard Three and some minor edits and fixes to links.

We strongly encourage members to check the details of the updates on the Commission website [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 northern New South Wales on the following dates:

- 14 May – Ballina
- 15 May – Coffs Harbour
- 16 May – Tamworth

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, please see the NSW/ACT State/Territory News in this week's issue of ACSA Weekly [here](#). 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](#).

ELDAC is interested in your feedback

End of Life Directions for Aged Care (ELDAC) is currently seeking people to take part in a study, and your feedback will provide valuable information to help. If you have ever used the ELDAC website and are working - or have worked - in the aged care sector, you have the option of participating in an interview (email eldac.help@flinders.edu.au) or completing an [eSurvey](#).

Respondents will be reimbursed for their time with a \$25 digital gift card of their choice from [Prezzee](#).

If you would like to know more about this study, please read the [Participant Information Sheet](#).

ELDAC is a free, government funded resource with a Working Together Toolkit to help establish partnerships. Find out more on the [ELDAC website](#).



Background paper - changing demographics and dynamics of aged care

The Royal Commission into Aged Care Quality and Safety yesterday released its second background paper as part of the Royal Commission's work. The paper, *Medium- and long-term pressures on the system: the changing demographics and dynamics of aged care* puts Australia's ageing population under the microscope.

It explores complex issues associated with the country's changing demographic profile, including changes in patterns of disease and dependency, the rising incidence of dementia, changing expectations and the changing cultural profile of the Australian community. It also explores current arrangements, future pressures and a greater need for preventative and restorative health.

The paper is [now available to download](#) on the Commission's website.

Humans of Aged Care



Know inspiring individuals within aged care?
Nominate to share their unique story

Nominate today

[Humans of Aged Care](#) celebrates the amazing individuals and stories that make Australian aged care so special. Tell us about someone you know – it might be someone delivering care as a care worker, working in an aged care facility (cook, cleaner, administrator, manager etc), an unpaid carer or volunteer, or a resident/individual receiving care and/or their family members. Or perhaps there is a special relationship you've observed or been a part of that is worthy of nomination.

We want to share these stories so we can spread the word about the good that is done every day in aged care – [NOMINATE TODAY](#).



ACSA's State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

Media Releases

29 April: [Aged care action is possible before Royal Commission](#)

28 April: [Aged care industry welcomes ALP Dental Health Plan](#)

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

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

7 May: [Webinar: Train the Trainer](#) **Members Only**

10 May: [Webinar: Royal Commission into Aged Care: Observations so far](#) **Members Only**

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

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

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

12 July: [2019 WA Aged Care Awards \(WA\)](#) - nominations open!

19 July: [2019 SA Aged Care Awards \(SA\)](#) - nominations open!

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

Other Events

WA Forum for Impact Investment in the Community Housing Sector - Perth, 17 May



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](#)

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

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

Government announcements

Aged Care Commission appoints Chief Clinical Advisor - [click here](#)

Other resources

ACIITC mentoring calls for mentees - [click here](#)

Grant announcement - Specialist Dementia Care Program - [click here.](#)

Palliative Care Australia (PCA) survey for people working in aged care

The focus of this survey is to explore the thoughts and experiences of staff in aged care discussing end-of-life preferences with patients/residents. [Access survey here](#)



ACSA Member Update




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

**CLICK
HERE**

Royal Commission Update - 17th Edition

Dear Debra,

The Royal Commission has been active over recent weeks holding roundtables, another community forum and releasing three background papers.

Monday will see the return of the Commission's public hearings, this time in Sydney. The ACRC today issued a media release ([click here](#)) regarding the next phase of hearings.

Fourth community forum - West Melbourne

The Commission today held its fourth community forum in Maidstone, West Melbourne.

Some 18 individuals addressed the forum, with both Commissioner Briggs and Tracey in attendance. Along with an audience of around 300 people, they heard a range of lived experience case studies from those with personal experience as family members or their own experience of residential aged care and home care.

After opening remarks about the work of the Commission and strengths, challenges and opportunities, the community forum proceeded to hear from speakers from the floor.

The Commissioners heard speakers detail their experiences of residential aged care (directly and/or on behalf of family members). Three advocacy groups also presented, including the Matrix Guild on advocating for LGBTI rights for residents in care, Darebin Council and Carers Victoria (part of Carers Australia) - the latter speaking to the importance of recognising the value of carers.

Commissioner Briggs wrapped up with a general comment, saying she found the day's verbal evidence both 'encouraging and disturbing'.

On the encouraging side, she said there were good examples of advocacy on behalf of persons in care and she was also impressed by the commitment advocates had shown to improving the system. The Commissioners also mentioned visits to aged care providers and ACSA members Wintringham and Uniting Age Well.

More disturbing, she said, were examples of discrimination, stories of poor standards of care, and examples of the way in which individuals had been dehumanised by the system. Isolation, quality of life, improved advocacy and the working conditions of aged care workers, as well as fees and charges in home care, were all mentioned as areas of focus for the Commission.

For more information about the Commission's community forums please visit the ACRC Engagement page ([click here](#)) or contact the Commission via email at ACRCenquiries@royalcommission.gov.au or by telephone on 1800 960 711.

ACRC hearing on residential aged care and dementia - commencing 6 May

On Monday (6 May) the next hearing of the Commission will commence in Sydney. The hearing will run from 6- 8 and 13-17 May and will focus on residential aged care - in particular, on people living with dementia.

In its first week, the hearing will inquire into 'allegations of poor care and mistreatment by certain providers' and will hear evidence from those providers. The case studies are expected to shed light on particular issues relevant to the quality and safety of care provided to people living with dementia.

In the second week of the hearing, the Commission will hear evidence from aged care workers, nurses, clinical experts, innovative provider organisations, policy advocates and representatives from the Department of Health and the Aged Care Quality and Safety Commission.

The Commission has said it will hear clinical evidence about the use of physical restraints and overuse of psychotropic drugs (in particular antipsychotics and benzodiazepines) in residential aged care to manage behaviour of people living with dementia – adding that evidence is expected to be overwhelmingly against them.

Further information on the Sydney hearing is available [here](#).

Experts expected to give evidence at the hearing include Scientia Professor Henry Brodaty AO (University of New South Wales), Professor Joseph Ibrahim (Health Law and Ageing Research Unit, Department of Forensic Medicine, Monash University), Dr Juanita Westbury, (Wicking Dementia Research and Education Centre, University of Tasmania), Glenn Rees (Chairman, Alzheimer's Disease International), and the Australian Government's Chief Medical Officer, Professor Brendan Murphy.

Template letters for use with staff, residents/consumers and families

ACSA recognises the recommencement of public hearings next week may bring additional attention to the sector - and this may also prompt questions from staff, residents and families.

We have prepared template letters to assist your organisation in keeping your staff, residents and families up to date with proceedings and address any areas of concern. Click [here](#) to access the 'Letter to Staff' template and [here](#) for the 'Letter to consumers/residents and their families' template, which can be formatted to suit your requirements.

ACRC

roundtables

The Commission is conducting a series of roundtables to discuss topics pertinent to the ACRC's terms of reference. On 30 April, a roundtable was held to discuss the Culturally and Linguistically Diverse (CALD) community, and another - held yesterday - addressed the aged care workforce. ACSA participated in both roundtables.

The Commission's roundtables bring together experts with a range of skills and perspectives. The Commissioners are interested in hearing views on the causes of current problems and options for future reform. However, the roundtables are confidential forums. The proceedings are recorded for the internal use of the ACRC but are not published. Personnel from the Commission attend the roundtables as observers.

Royal Commission releases three new background papers

The ACRC this week released three new background papers as part of its work:

- Medium- and long-term pressures on the system: the changing demographics and dynamics of aged care;
- Background Paper 3 – Dementia in Australia: nature, prevalence and care; and
- Restrictive practices in residential aged care in Australia: Background Paper 4.

Background papers issued by the Commission can be downloaded [here](#).

The ACRC is now on Facebook

The Commission is now on Facebook ([click here](#)). Follow the page to keep up with the latest information about hearings, community forums and how to make a submission.

Royal Commission website - updates

The Commission has added some new features to its website including:

- Information about the ACRC - translated into 31 different languages;
- A plain English description of the ACRC;
- Information about engagement with the ACRC
- Information about a range of support services; and
- An easier to use submissions page.

Advice from the Commission if your organisation is mentioned in a submission

The ACRC welcomes any submission from the public relevant to its terms of reference. However, not all submissions will be mentioned at a hearing or published by the Commission. If the ACRC proposes to rely on material that is considered adverse to the

interest of a person/organisation, it will provide an opportunity for that person or organisation to comment.

Useful links

You can [watch or listen](#) to live proceedings of the ACRC, including the Commission's next hearing - commencing in Sydney on Monday. For more details, please consult the [hearings page](#).

ACSA will be adding more resources about the Commission to our website in the weeks ahead. Keep an eye out for those!

Subscribe to the Commission's [mailing list](#) here to receive the latest news from the ACRC.



Missed a Royal Commission Update?
CATCH UP HERE

The banner features a teal background. On the left, there is an illustration of a laptop and a smartphone, both displaying a website interface. To the right of the devices, the text 'Missed a Royal Commission Update?' is written in a large, bold, white font. Below this text, 'CATCH UP HERE' is written in a smaller, white, all-caps font.



ACSA
AGED CARE
AWARDS

NOMINATIONS OPEN

The banner features a light grey background. On the left, there is a cluster of various-sized, multi-faceted diamond shapes in shades of teal and orange. To the right of the diamonds, the text 'ACSA' is written in a teal font with a gear icon to its left. Below 'ACSA', 'AGED CARE' and 'AWARDS' are written in a bold, teal, all-caps font. To the right of this text is a large, stylized diamond shape with a teal-to-orange gradient. Below the main text, a teal rectangular button contains the text 'NOMINATIONS OPEN' in white, all-caps font.

ACSA Member Update

ACSA launches new Aged Care Quality Standards web page

Dear Debra,

ACSA has today launched its new Aged Care Quality Standards web page - providing dedicated and continuous support to you - our members - as you transition to the new Standards.

From 1 July, the new Standards will apply to all aged care services, including residential care, home care, flexible care and services under the Commonwealth Home Support Program. There will be flexibility in the way the new Standards are applied to different services, as outlined in the [Application of Aged Care Quality Standards by Service Type](#). Recognising every organisation's needs are individual and varied, the new web page ([click here](#)) has been designed to provide members with a wide range of information, resources, and tailored services, including consultancy services, and training and development sessions to support your implementation.

New Quality Standards Advisory/Services Panel

ACSA's new Aged Care Quality Standards web page offers a member exclusive panel that connects members with organisations that may offer preferential pricing on a range of services and resources.

The service is **exclusive to ACSA members** as part of our commitment to making it easier for you to transition to the new Standards and continue to provide highly valued services in the aged care sector.

Please check the site regularly, as we will review and add resources, and include new organisations that partner with ACSA to provide benefits to members.

Upcoming webinars

Throughout May and June, ACSA will deliver several webinars covering highly-demanded topics such as antimicrobial stewardship, open disclosure and dignity of risk, and we will also increase the number of quality focused training sessions available across all states and territories.

Upcoming sessions include:

- **24 May: Webinar - Standard 8, Organisational Governance** - [click here to register](#)
- **29 & 30 May: Conference – Governance** (delivered by Criterion Conferences, ACSA and COTA Australia) - [click here to register](#)
- **5 June: Webinar - Train the Trainer: Applying the New Quality Standards** - [click here to register](#)
- **19 June: Webinar - Open Disclosure** - [click here to register](#)

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

ACSA Consultancy

ACSA also offers consultancy services, including bespoke sessions for your staff and/or board members on governance, preparing for the new Standards, quality review assessments, policy development, and gap analysis. Contact Julie Anderson at julie.anderson@acsa.asn.au for further information.

To assist us in expanding our reach, please let us know if anyone in your networks may be interested in delivering casual sessional training and encourage them to submit an expression of interest via email at carole.bain@acsa.asn.au.

How can you be involved?

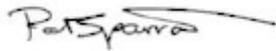
ACSA has facilitated a Quality Framework Community of Practice email group for members to share practices, resources and experiences. If you or someone in your organisation would

like to be involved, please contact ACSA's Quality Project Facilitator, Carole Bain, via email at carole.bain@acsa.asn.au.

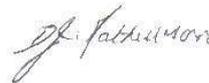
As always, to receive advice and assistance on issues across community care, residential aged care and housing/retirement living - on matters including quality, safety, accreditation and compliance - please contact ACSA's Member Advice service via email at memberadvice@acsa.asn.au or by telephone on 1300 877 855.

We trust you will find this resource useful - it has been developed in line with what our members are telling us is important to them.

Regards,



Pat Sparrow, CEO



Darren Mathewson, Executive Director,
Strategy & Policy

Need Assistance with the New Aged Care Quality Standards (ACQS)?



Standards Wise has a specially developed ACQS Tool Kit designed for small to medium Aged Care organisations:

- ACQS Policy Manual focused on compliance
- Aged Care Best Practice Audits developed by experts
- QualisQMS Total Cloud based quality management system

Visit Standardswise.com.au [Here](#) or Contact Us admin@standardswise.com.au



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INDUSTRY PARTNERS



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ACSA Member Update




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

**CLICK
HERE**

Royal Commission Update - 18th Edition

Dear Debra,

Across the first three days of the Royal Commission into Aged Care Quality and Safety's Sydney hearing (6-8 May), the Commission heard three separate case studies - each of which shed light on issues relevant to the quality and safety of care provided to people living with dementia.

The case studies were made up of direct experience testimony of families and carers, as well as allied health professionals, speaking to residents' experiences living with dementia in residential aged care. Testimony included:

- The case study of Sydney man, Terry Reeves, and a two-month period he spent in respite care at Garden View Aged Care in 2018. The Commission heard evidence from Mr Reeves' family members about the use of physical and chemical restraints during his stay and about his deteriorating condition while in care; and

- The case study of Mrs CO made up of testimony from her two daughters, as well as allied health professionals involved with her care at Brian King Gardens. Claims of sub-standard care relating to oral and dental health and the maladministration of medication were made; and
- The case study of CA, an 82-year-old with advanced dementia, as told by her daughter - Witness DF. She spoke about two separate incidents of resident-on-resident aggression experienced by her mother while in respite care at a specialist dementia unit within Oberon Village, a residential aged care facility.

In summing up today, Senior Counsel Assisting, Peter Gray QC, highlighted the complexity of the issues of the management of residents who have challenging behaviours and how to balance freedom of movement with the undesirability of allowing individuals to be in peril and to sustain injury.

[Click here](#) for an overview of testimony given this week.

Sydney hearing to continue 13-17 May

The Sydney hearing will continue next week (13-17 May), during which evidence is expected from aged care workers, nurses, clinical experts, innovative provider organisations, policy advocates and representatives from the Department of Health and the Aged Care Quality and Safety Commission.

Experts expected to give evidence at the hearing include Scientia Professor Henry Brodaty AO (University of New South Wales), Professor Joseph Ibrahim (Health Law and Ageing Research Unit, Department of Forensic Medicine, Monash University), Dr Juanita Westbury, (Wicking Dementia Research and Education Centre, University of Tasmania), Glenn Rees (Chairman, Alzheimer's Disease International), and the Australian Government's Chief Medical Officer, Professor Brendan Murphy.

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Missed a Royal Commission Update?
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Extended to 16 May

ACSA
AGED CARE
AWARDS

NOMINATIONS OPEN

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  **CommunityNet**

A MESSAGE FROM NCOSS CEO



Dear all,

Anglicare Australia's latest [Rental Affordability Snapshot](#) paints a depressing and worsening picture for those on low incomes struggling to find affordable accommodation. It highlights that both single people and single parents on Newstart, the disability support pension or earning the minimum wage face the most impossible of challenges - with either no affordable rentals available in metropolitan or regional centres across Australia, or so few of them that finding one would be like winning the lottery. In the run-up to the Federal election, it should galvanise us all to demand leadership to address this crisis through greater investment in social and affordable housing, and raising the rate of Newstart and other allowances. Read more about actions you can take in this edition of Enews.

Immediately after Easter I had the opportunity to meet with our new Minister for Families, Communities and Disability Services, the Hon. Gareth Ward MP. His strong support for community organisations in his electorate, keenness to meet with NGOs on their turf, and his obvious passion for the portfolio were much in evidence and suggestive of a commitment to strengthen partnerships with the sector to deliver for communities.

I also recently visited SAMSN (Survivors and Mates Support Network), an amazing organisation which supports adult, male survivors of child sexual assault, along with their friends and families. It was a timely reminder that while the Royal Commission achieved much, many continue to struggle on without the ongoing support they need. All too often, navigating our complex service system can feel like a frustrating maze of dead-ends, closed doors and ending up back at the start. With our recently elected Government committing to a priority focus on those who are doing it tough, as well as to removing 'pain points' when it comes to accessing essential services, now is the opportune time to work together to develop a better model.

There is just one week left until the [Investing for Good Conference 2019](#). If you haven't yet, make sure you head over to the I4G website for the full program, speakers and more!

- Joanna Quilty, NCOSS CEO

NCOSS News & Events

ICAC Have Launched Operation Eclipse!



ICAC have recently launched [Operation Eclipse](#) – an investigation into the regulation of lobbying, access and influence in NSW. As part of this investigation they have released a consultation paper and are seeking submissions by 24 May 2019. This is an important opportunity for the sector to have a say on issues at the core of advocacy work, including lobbying practices and regulation, ensuring there are transparent and fair consultation processes, and supporting community and sector advocacy. NCOSS will be developing a submission so if you have any comments or would like to talk to us, please email advocacy@ncoss.org.au.

My Community Project – Applications Open Now!



Have you got a great idea to improve your local community? It might be new playground equipment or sports facilities for the kids, paths or ramps to improve access, an art installation to rejuvenate an empty space or a community transport service. Grants between \$20,000 and \$200,000 are available. For more information about the program and tips on how to complete your application, download the [Applicant Fact Sheet](#). More information [HERE](#).

Federal Election – How you can get involved!



The 2019 Australian Federal Election is quickly approaching there are a number of ways you can show your support for the COSS asks. First and foremost you can sign the Raise the Rate petition here: <https://raisetherate.org.au/>. You can call your local candidates and tell them why they need to raise the rate. Write to your local council urging them to pass a motion to publically support the Raise the Rate campaign. Read more about the campaign [HERE](#).

Their Future Matters Calling for EOI's for Aboriginal Consultative Committee



This is an opportunity for all Aboriginal people residing in NSW, representing their local Aboriginal community, Aboriginal service providers, organisations, and senior Aboriginal NSW Government employees to inform the design and delivery of TFM programs and projects to their communities. To support this vision, they are establishing an [Aboriginal Consultative Committee](#) to provide high level strategic advice and guidance to TFM and the TFM Board. More information [HERE](#).

Australian Energy Regulator – Hardship Policy Guidelines



Over the last six months, NCOSS has participated in [several consultations](#) with the Australian Energy Regulator (AER) regarding new Hardship Policy Guidelines for energy retailers. The new Guideline is now in action. It outlines important responsibilities that retailers will need to comply with in their policy that supports people experiencing payment difficulties. The new Guideline is available [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
- [Community Volunteer Management and the Law \(Orange\)](#) - 21 May 2019

Subscribe to NCOSS Training and Events Mailing List

Community Services News & Resources

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](#)

Grattan report targets teeth, transport, taxation, housing, dirty power and education



Australians live longer than most other people, and public debt is relatively low. But we don't score so well against comparable countries when it comes to housing costs, education and pollution from electricity production.

[Read More](#)

Migrant families priced out by huge rise in temporary parental visit visa



For migrant families the cost of having their overseas parents come to stay for up to three years has just jumped to \$5000 from the previous \$140.

[Read More](#)

Grants for Rural Charities available! Grants for up to \$10,000 for FRRR ABC Heywire Youth Innovation Grants



Help communities take action on the ideas generated by young Australians. FRRR ABC Heywire is offering \$100,000 in funding to assist not-for-profit community-based organisations in rural, regional and remote Australia adopt and act on one of the seven innovative Heywire project ideas.

[Read More](#)

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

Professional Development Events

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



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](#)

Abortion law in NSW: Shifting from Criminalisation to the Reproductive Rights of Women and Girls Seminar 8th of May



The Women's Legal Service is holding a feminist legal perspectives seminar on 8 May at 5:30 – 7:30 at Colin Biggers & Paisley. The seminar is to discuss 'Abortion law in NSW: Shifting from Criminalisation to the Reproductive Rights of Women and Girls'.

[Read More](#)

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



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

[Read More](#)

2019

Automate your Organisation - Free Webinar, 28 May



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.

Join our facilitator Anne-Marie Kerr to learn how IFTTT, Zapier and all of your apps can work together to simplify your day.

[Read More](#)

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

In Brief

TEI Sector Assistance Strategy Outcomes Measurement Workshop will provide learning opportunities in locations across NSW to engage in 'hands on' activities in relation to the TEI funding program. More information and dates [HERE](#).

Justice Connect is hosting Screening Checks for NFPs – the What, When, How and Why! webinar on Tuesday 7th May. More information [HERE](#).

Child Safe Face to Face Training – The Office of the Children's Guardian offers free child safe training sessions for people working or volunteering in child related organisations in NSW [register here!](#)

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Hi All,

Please see attached flyers for upcoming events provided by Dementia Australia, as discussed at Tamworth Community Care Meeting Wed 1st May.

Thanks



Erin Mercer GoCo CHSP Team Leader

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PO Box 63 (80 Marquis Street), GUNNEDAH NSW 2380

www.gococare.com.au or www.facebook.com/gunnedahshire



Flyer LWD
Tamworth June 2019



Webinar-EIP - Flyer 2019 DA NSW_Edie
Jan to June 2019.pd for FC Tamworth.pd



Hi

We would like to invite you to our Ready-Set-Connect Disability Networking Events to be held in NNSW in July from 10am to 12:30 pm. We have three events happening in Taree, Port Macquarie and Coffs Harbour.

Our events provide a positive environment for those working and living in the NDIS space to connect and collaborate with others, broaden their industry knowledge and promote their service or product. The events are run in an interactive and fun speed dating format.

Check out our events in action <https://www.youtube.com/watch?v=eYAUpNaXWB4>

If you are an organisation wanting to promote your services the cost to host a table is \$220

If you are a support coordinators, PWD, carer, teacher, LAC or similar this is the chance to build your knowledge on services that can support the community and its FREE to attend as event attendees.

Below are the event dates :

Taree - 2 July

Port Macquarie - 3 July

Coffs Harbour - 4 July

Our website gives more information about our events

<http://www.onecommunity.net.au/Event/About>

Registration for the event is necessary and can be done through our website –

<http://www.onecommunity.net.au/Event>

For more information please do not hesitate to contact me

[Unsubscribe](#)

Regards

SHELLEY YOUMAN

Co-Founder and Director

ONE COMMUNITY

Website: www.onecommunity.net.au

Mobile: 0408 137 306

Facebook: [@1one1community](#)

Instagram: [@1.community](#)

You Tube: [One Community Channel](#)

Address: Suite 1/48 Oakdale Rd, Gateshead NSW 2290



Available 1st March, 2019

FYI – I attended this meeting and the resource looked like something many people involved in the community could find useful from time to time.

Jane Davies

Coordinator Armidale Volunteer Referral Service



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Community
Workers Resource -

Hi everyone

As you are aware ACSA are facilitating Regional Workforce Forums in **Ballina, Coffs Harbour and Tamworth (as detailed in the following email)**. There is great opportunity for us (Aged Service organisations in the Region) to **secure funding to implement numerous 'workforce initiatives'** aligned with attracting, recruiting, developing and retaining our workforce.

In line with this, if we are to capitalise on this opportunity **it is extremely important that we also have strong 'Industry' representation** at the forum as this will indicate that Industry are being proactive in addressing workforce issues, workforce is a key priority for Aged Service organisations in the Region and also that there is Industry support to accessing the relevant funding opportunities and in working together to 'make things happen'. It is ACSA's aim to have a Workforce Officer, who's focus it is to provide support to organisations on all things workforce, in as many Regions possible.

In line with this if your organisation operates in this Region we would value your participation in the Forum. If you are unable to attend we encourage you to send an alternative representative(s), the more Industry representatives in attendance the better.

It would also be appreciated if you could forward this information onto other people/organisations where think it would be beneficial for the organisation/Region if they were to attend. **This is a real opportunity for us to stop talking and start doing!!**

To register please go to:

<https://events.agedservicestas.com.au/regional-workforce-forums-2019/>

If you have any questions or concerns in relation to this please don't hesitate to contact.

Your assistance is most appreciated,

Thanks

Lee

Lee Veitch

Workforce & Industry Development Manager



19 Brisbane Street
Hobart TAS 7000

To date we have had over 70 people register to attend one of the following Sessions. ***Is your organisation represented,*** don't miss out on the opportunity for your organisation to be heard in relation to issues and concerns re Workforce and more importantly to find out how you can tap into funding for Regional Workforce initiatives.

To Register please go to:

<https://events.agedservicestas.com.au/regional-workforce-forums-2019/>

Area: Ballina	Area: Coffs Harbour	Area: Tamworth
Date: Tuesday 14 th May		Date: Thursday 16 th May

<p>Time: 9:00 am – 2.30 pm*</p> <p>Location: Dirrawong Room, Ballina Surf Club</p> <p>Lighthouse Parade, East Ballina</p>	<p>Date: Wednesday 15th May</p> <p>Time: 9:00 am – 2.30 pm*</p> <p>Location: Surf Club Coffs Harbour</p> <p>23 Surf Club Rd Coffs Harbour</p>	<p>Time: 9:30 am – 1.00 pm</p> <p>Location: Wests Diggers Cnr Phillip and Kent Streets West Tamworth</p>
<p>*As this event is being conducted in conjunction with aboriginal employment partners please note proposed Program</p> <p>9.00 am –arrival/tea & coffee</p> <p>9:15- Welcome to Country</p> <p>9:30am- Keynote speaker- Kevin Stanley, National Relationship Manager, Real Futures</p> <p>10:00am ACSA Regional Workforce Forum</p> <p>12:00 Lunch</p> <p>12:30 ACSA Regional Workforce Forum</p> <p>1:30 Reflection on the forum with focus on Aboriginal employment pathways</p> <p>2:30 Close</p>	<p>As this event is being conducted in conjunction with aboriginal employment partners please note proposed Program</p> <p>9.00 am –arrival/tea & coffee</p> <p>9:15- Welcome to Country</p> <p>9:30am- Keynote speaker- Kevin Stanley, National Relationship Manager, Real Futures</p> <p>10:00am ACSA Regional Workforce Forum</p> <p>12:00 Lunch</p> <p>12:30 ACSA Regional Workforce Forum</p> <p>1:30 Reflection on the forum with focus on Aboriginal employment pathways</p> <p>2:30 Close</p>	

Support Coordination Workshops



Support Coordination: 2 Days Intensive

We've designed two days of interactive learning to give Support Coordinators the confidence and capability to offer best practice support. We know how great this workshop runs with smaller groups so places are limited and going quickly!

Port Macquarie: 14-15 May

Adelaide: 22-23 May

Perth: 22-23 May

Cairns: 28-29 May

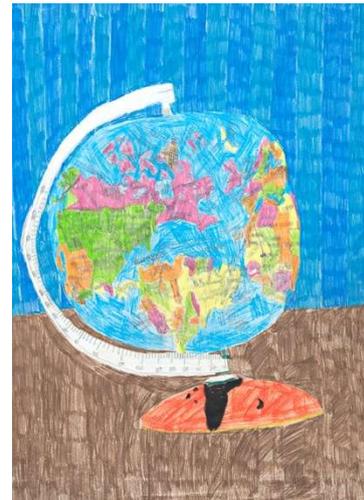
Gold Coast: 3-4 June

Melbourne: 18-19 June

[**MORE INFO & REGISTRATIONS**](#)

Running a Support Coordination Business

The success of a Support Coordination service relies on being able to efficiently and effectively deliver outcomes for the people you work with. In this half-day workshop, we explore what it takes to build and grow a successful Support Coordination service.



Sydney: 8 May

Brisbane: 8 May

Port Macquarie: 15 May

Melbourne: 21 May, 19 June

Adelaide: 23 May

Perth: 23 May

Cairns: 29 May

Gold Coast: 4 June

[**MORE INFO & REGISTRATIONS**](#)

Worker Orientation Module 'Quality Safety and You'

Last month we shared news of the release of the NDIS Quality and Safeguards Commission Worker Orientation Module 'Quality, Safety and You'. We were

then advised by the Commission that it was still being refined and would be formally launched soon. Well that time has come! We think it's pretty fab, so jump on the Commission's website and check it out.

[Access the Module](#)

From the Commission:

A Worker Orientation Module called 'Quality, Safety and You' will assist all NDIS workers to better support people with disability.

This module is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct](#) – from the perspective of NDIS participants. It was developed in consultation with the sector, including NDIS providers and people with a disability.

It will be mandatory for all registered NDIS providers under the NDIS Commission to embed the module within their induction and learning programs and provide opportunities for workers to complete the module over time.

It takes approximately 90 minutes to complete the four modules. Once completed, workers will receive a Certificate of Completion.

During the module, workers are encouraged to consider and respond to different scenarios in the context of supporting a person with disability. On completion of the module, workers will have an understanding of the role of the NDIS Quality and Safeguards Commission and their roles and responsibilities under the [Code of Conduct](#) including: human rights, respect and risk.

Upcoming Workshops

Support Coordination

**2 DAY
INTENSIVE:
SUPPORT
COORDINATION**



**RUNNING A
SUPPORT
COORDINATION
BUSINESS**



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Disability Services Consulting · 186 Kerferd Rd · Albert Park, VIC 3206

The NSW Aboriginal Child & Family Conference is being held 19-21 November 2019 at Opal Cove Resort Coffs Harbour.

Hosted by AbSec, the NSW Child and Family Conference aims to highlight successful strategies for culturally responsive and holistic Aboriginal-led service systems to keep our kids safe within their families, communities and culture and support them to thrive. A particular focus is on strategies to address the growing crisis of over-representation of Aboriginal children in out-of-home care.

This biennial conference is a valuable opportunity for Aboriginal community members, practitioners, managers, leaders and planners to share best practices and hear from other experts in the field on the latest research and advocacy efforts to improve outcomes for Aboriginal children and their families.

AbSec is currently seeking abstracts from interested organisations and individuals, on topics related to the well-being of Aboriginal children and families.

Please see the submission form attached and email to publications@absec.org.au or submit via our website <https://absec.org.au/call-for-abstracts.html>.

Closing date for Abstracts has been extended to 21 June 2019.

For more information please email publications@absec.org.au or call 02 9559 5299.

Regards

The AbSec Team



AbSec Conference
2019 Call for Abstra



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Address | 21 Carrington Road Marrickville NSW
Postal Address | PO Box 604 Marrickville NSW 1475



I acknowledge the Traditional Owners of the land on which we work and pay my respects to Elders past, present and emerging.