



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
 - ACSA Weekly
 - ACSA Member Update
- Community Care Review
- Australian Charities and Not for Profit Commission
- NCOSS NSW Post-Budget Breakfast Program
- The WISER Approach Montessori training for Aged Care workers

New England **Sector Support Team**



Phone: 02 6772 3590

Issue No. 116 | 6 June 2019

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



First look at our 32nd ACSA National Summit

Dear

Member,

ACSA is proud to present the first look at the program for our 32nd ACSA National Summit to be held on Tuesday, October 8 until Thursday, October 10.



**PURPOSE
PEOPLE
PERFORMANCE**

Provisional
**Program
NOW ON LINE**

ACSA 32nd National Summit
Aged & Community Services Australia 8-10 OCTOBER 2019
Melbourne Convention and Exhibition Centre
www.acsasummit.com.au

This year our program centres around our core mission as aged care providers under the themes of 'Purpose, People, Performance.' You can view the program online [here](#).

There are over 21 invited speakers and 45 concurrent sessions planned. Over the three days we will hear from Tim Costello AO, Chief advocate, World Vision Australia and Adam Goodes, AFL Legend. The conference will also hear from Andrew Hollo, of Workwell Consulting, on how organisations can develop 'big ideas' and get results in complex sectors like ours. Another highlight will be the Plenary session from London-based Julienne Meyer CBE who founded the highly successful My Home Life (www.myhomelife.org.uk) and currently leads Research and Development in Care for Older People at City, at University of London.

In other news this week, we congratulate the Hon Julie Collins MP, the new ALP Shadow Minister for Ageing & Seniors, who will pair with Ged Kearney MP as Assistant Shadow Minister for Aged Care.

ACSA regards Julie Collins as an experienced Minister and Ms Kearney has worked in aged care in previous roles.

Both are well placed to understand and respond to the challenges facing our sector and we are looking forward to collaborating with both of them, as well as the new Minister to see the interests of Older Australians and their carers progressed.

Regards,



Pat Sparrow, CEO

Royal Commission announces scope and purpose for Darwin and Cairns hearing in July

The scope and purpose of the Darwin and Cairns Hearing of the Royal Commission into Aged Care Quality and Safety in July is now available to view on the Commission website. The hearing will commence on Monday, 8 July 2019.

For further information please consult the Hearings page of the website [here](#).

Who is the new Assistant Shadow Minister for Aged Care, Ged Kearney?

Gerardine “Ged” Kearney is the new Assistant Shadow Minister for Aged Care. She comes to the role as a seasoned lobbyist with separate stints heading up both the ACTU and Nurses Union.



After initially training as a nurse, Kearney had a successful career in the Union Movement in various leadership roles before entering Parliament just over a year ago. [Click here to read more.](#)

Pharmacists' tell Royal Commission into Aged Care Quality & Safety: Embed Pharmacy Services, Medication Charting to Improve Care

This week, the Society of Hospitals Pharmacists of Australia (SHPA) made six recommendations detailing how pharmacists' services can be better-embedded within residential aged care to cut down on what it called the “alarmingly high rates of medication-related problems experienced by Older Australians.”

The release was part of its submission to the Royal Commission into Aged Care Quality & Safety. [Click here to read more.](#)



Free resource to manage end of life symptoms for your older clients

Funded by the Australian Government Department of Health, the ELDAC project supports allied health professions to manage symptoms for their older clients in the last months, weeks and days of life.

Free clinical tools and resources are available across eight domains for support in areas including assessing palliative care needs and providing palliative care.



View the [Clinical Action](#) section of the ELDAC toolkit, or visit the [ELDAC website](#) for more information about the project.

Equity Trustees' Innovation in Ageing Challenge

Equity Trustees, with the assistance of The Australian Centre for Social Innovation (TACSI), wants to fund great ideas to build capability and partnerships that help older Victorians live, age and die well in the place that they choose - and is providing a granting pool of \$200,000 over one year to make it happen.

If your organisation shares our vision to:

- Improve the lives of all older Victorians
- Develop new approaches to aged care services
- Improve the aged care system for all Victorians

Then we invite you to take up the challenge.

For more information or to register for the Information session to be held at Equity Trustees Level 1, 575 Bourke Street, Melbourne on Friday 14 June at 9.30 am – [click here](#)

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

We are pleased to announce that ACSA has partnered with Standards & Performance Pathways (SPP) to launch the **ACSA Quality Portal**, which is now available to ACSA members. Whether you are a new or existing provider, the ACSA Quality Portal will help you to 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.

[Click here](#) to find out more about the ACSA Quality Portal and register for your free, two-week trial. Download a brochure of services [here](#).

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

Thank you to all our members who have already renewed their membership for 2019/20, we look forward to continuing to support you.

If you haven't renewed your membership yet, it is not too late to save 5%!

Simply pay your 2019/20 membership in full by 30 June and receive 5% early settlement discount. [Click here](#) to submit your 2018/19 revenue estimate and calculate your fee.



ACSA's State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

Media Releases

3 June: [ACSA welcomes new Opposition aged care team](#)



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

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

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

25 June: Webinar: Psychotropic Medications and Restrictive Practice - coming soon **Members Only**

26 June: [Webinar: Home Care Pricing](#) **Members Only**

3 July: [Webinar: ACSA Quality Portal - Overview by BNG NGO Services](#) **Members Only**

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

16 July: [Webinar: ACSA Quality Portal - Overview by BNG NGO Services](#) **Members Only**

July: Webinar: Open Disclosure & Effective Complaints Management - coming soon **Members Only**

July: Webinar: Elder Abuse/Neglect - coming soon **Members Only**

July: Webinar: Deteriorating Resident: Presented by Carol Douglas, Nurse Practitioner - coming soon **Members Only**

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

Other Events

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](#)

2019 National Elder Abuse Conference - Brisbane, 22-23 July

ROCK THE BOAT

2019 National Elder Abuse Conference

The 2019 National Elder Abuse Conference will be hosted by Caxton Legal Centre and ADA Australia in Brisbane from 22 to 23 July 2019. This is one of the most important and influential conferences in Australia this year. But don't expect a talkfest. It's not your usual conference. Themed 'Rock the Boat', it's a forum focused on action, outcomes, energy and a fresh approach to drive critical change in the campaign against elder abuse.

Join a team of international, national and local experts as we explore the issues and challenges associated with elder abuse. Keynote speakers include [Paul Greenwood](#), who has worked extensively prosecuting elder abuse cases, and [Bethany Brown](#), seniors' rights researcher at US Human Rights Watch.

Tickets are selling fast. Visit the [website](#) or email info@neac2019.com.au for more information.

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



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.



Missed an ACSA Weekly?

CATCH UP HERE

NATIONAL PARTNERS



INDUSTRY PARTNERS



ACSA Member Update | 7 June 2019 [View this email in your browser](#)

ACSA Member Update

Call for EOIs: New service to protect your brand and reputation

Dear Debra,

It's been a turbulent year. Together we've faced many challenges. But we're also actively working towards a better future for older Australians, our organisations and our staff.

But with intense scrutiny, new regulations and crippling pressures on local providers – there are more storms on the horizon before things start to get better.

It's of no surprise that some of you are feeling more alone than ever before. We have been working behind the scenes to address this and we are pleased to announce an entirely new service to address one of the most stressful organisational challenges any leader can face – **crisis communications and issues management.**

What does this service deliver?

The service will give you guaranteed access to a crisis expert any time and day of the year - when you need it most. Your subscription includes:

- 24/7 access to emergency confidential assessment when crisis occurs;
- initial advice up to 2 hour cap;
- discount on planning products;
- ongoing support; and
- access to insights that measure and track public sentiment in aged care

ACSA has partnered with Essential Media to bring you this service for a small monthly fee of between \$50 - \$200 (final pricing will depend on the level of member interest) – or the price of a mobile phone plan.

[Click here](#) to find out more about the service and Essential Media.

Member Testimonial:

"You think you are prepared for the worst crisis but there will always be the one, unplanned, not considered scenario. When we had a homicide at one of our locations it was a shock. Apart from the real heartache and sadness of the incident itself, I immediately had 8 media requests and various camera teams camping outside the property. As well as to deal with the police, distraught residents and families, and anxious staff - I had to consider the reputation and future of our organisation. We found us in the media for all the wrong reasons. Having ACSA's crisis adviser on board to help with communications gave me piece of mind that I was making the right media decisions. I was then able to focus on what I do best - support our residents and staff. ACSA's crisis support team supported me to get the negative coverage amended and improved. They took the heat out of the situation and helped me think clearly and with focus." CEO of an ACSA Member

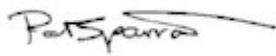
How to express your interest in this service?

To express your interest in ACSA's crisis communications service please email Sharon Wilkinson, Marketing & Communications, Sharon.wilkinson@acsa.asn.au.

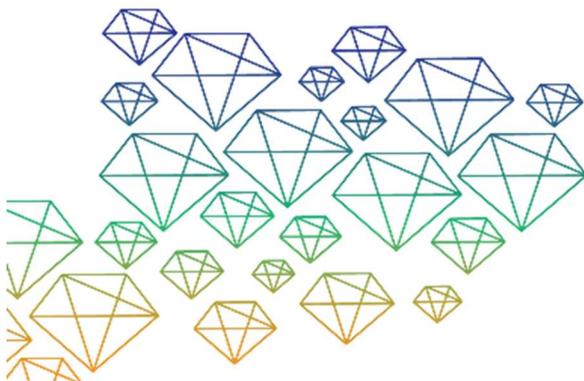
If there is enough interest we will establish ACSA's crisis communications hotline 1st July 2019 with more details, including final pricing, provided closer to the time.

Please email Sharon Wilkinson, Marketing & Communications, Sharon.wilkinson@acsa.asn.au with any questions.

Warm regards,



Pat Sparrow, CEO



 **ACSA**
AGED CARE
AWARDS 

REGISTRATIONS OPEN

WA - July 12 | SA - July 19 | QLD - July 24 | NSW/ACT - July 25 |
TAS - July 31 | VIC - August 9

acsa.asn.au



NATIONAL PARTNERS



INDUSTRY PARTNERS



COMMUNITY Care REVIEW

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



Latest News



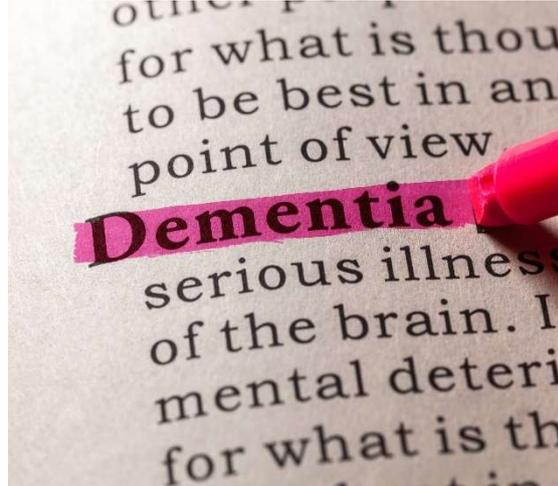
[Collins returns to aged care as Shorten takes on NDIS fight](#)

Julie Collins says she'll ensure the government responds appropriately to the aged care royal commission after being returned as shadow minister for ageing.



[Home care provider shocked by claims about workers](#)

A home care provider says it was shocked to hear home support workers had turned up at a client's house unidentified and 'dressed like party girls'.



[Dementia study to target entire Tasmanian population](#)

The entire state of Tasmania will be the focus of a study into whether dementia can be prevented by modifying risk factors.



[App uses AI to detect Parkinson's disease](#)

A South Australian-developed app can help detect early-stage Parkinson's disease through the use of artificial intelligence.



Events

Presented by Australian Ageing Agenda
Advertisers



[Home Care Package Design Seminar Stage 2](#)
 May 16 – 16 all-day
 Getting your model right!



[World Elder Abuse Awareness Day \(WEAAD\) Conference 'Elder Abuse: Building Trust'](#)
 Jun 17 all-day

Aged Rights Advocacy Services (ARAS) is proud to present its 14th World Elder Abuse Awareness Day (WEAAD) Conference 'Elder Abuse: Building Trust'



[Aged Care Week](#)
 Jun 18 – Jun 20 all-day

Our research and content will give you the actionable takeaways that you need to remain financially sustainable and ultimately offer the highest quality of customer care.



[Aged Care & Elder Law Conference](#)
 Jul 16 – Jul 18 all-day

Thomson Reuters Aged Care & Elder Law Conference is taking place in Melbourne, Sydney and Brisbane from 16-18 July 2019. The conference aims to address the key issues in regulatory and compliance and practical insights.



[2nd Retirement Living Forum](#)
 Aug 26 – 28 all-day

A unique event that will explore some of the most exciting and innovative strategies to deliver customer-tailored services in Australia's retirement villages.



[COTA + ACSA | Quality in Aged Care Conference](#)
 Aug 26 – Aug 29 all-day

Benchmarking against the New Quality Standards | The latest updates on the Royal Commission | Building trust & engaging with consumers.



[Health Metrics World Conference 2019](#)
 Aug 29 – Aug 30 all-day

The third annual Health Metrics World Conference 2019 will be held at Crown Conference Centre in Melbourne. This year's theme is 'Adapt and Align to New Thinking'.



[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.



Welcome to the latest edition of ACNC Quarterly!

In this edition, we discuss the release of the Australian Charities Report 2017 and the Charity Compliance Report 2018, the upcoming 2018 Annual Information Statement due date for many charities and more.

We also feature information about upcoming events and opportunities for charities, and share ACNC's latest guidance and education resources.

[**Read ACNC Quarterly now**](#)



NCOSS NSW Post-Budget Breakfast 2019-2020 - Announcing the Program!

NCOSS is pleased to announce the Program for this year's NSW Post-Budget Breakfast to be held at NSW Parliament House on 27 June, moderated by senior Sydney Morning Herald journalist and columnist Jacqueline Maley.

Join NCOSS, our sponsors KPMG and Jacqueline from 7:15am at Parliament House Strangers' Dining Room to hear from:

- Minister for Families, Communities and Disability Services **the Hon Gareth Ward MP**, and Minister for Finance and Small Business **the Hon Damien Tudehope MP** on the 2019/20 NSW Budget and what it means for those who are most vulnerable and disadvantaged in our state.

- Shadow Treasurer **Ryan Park MP** on the Opposition's response to the Budget.

A panel of NGO leaders and other experts are providing their perspective, including:

- Boe Rambaldini, Director, Poche Centre for Indigenous Health, Sydney Medical School, University of Sydney

- John Robertson, Chief Operating Officer, Foodbank NSW

- Moo Baulch, Chief Executive Officer, DVNSW

- David Boutkan, Executive Director, The Family Centre

- Kerry McGough, National Sector Leader, Health, Ageing and Human Services,
KPMG

This is an invaluable opportunity for attendees to understand the NSW Government's priorities, including how the 2019/20 Budget will impact the community services sector and the people it supports. It is also an opportunity to connect with peers and other stakeholders with an interest in improving outcomes for those who are doing it tough.

Register before 21 June for the annual NCOSS NSW Post-Budget Breakfast on Thursday 27 June!

7:15am arrival, commencing at 7:30am
Strangers' Dining Room, NSW Parliament House
6 Macquarie Street, Sydney

A canapé breakfast and refreshments will be provided.

Please advise [NCOSS](#) of any dietary or accessibility requirements **before Friday 21 June**.



Level 3, 52 - 58 William Street

Woolloomooloo, Sydney



Hi all

We are seeking Expressions of Interest in attending The WISER Approach Montessori training for Aged Care workers. The proposed location is Tamworth and dates 5,6 September 2019. You must be able to attend both days.

This is an attempt to upskill our regions valuable work force in providing Best Practice Dementia Care.

Please see the attached flyer for more information.

EOI to jen@nesst.org.au by 15 June 2019

Or call Jen Carlin 0427923316 for further information

Regards,

Jenni Carlin

Project Officer

New England Sector Support Team

0427 923 316

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



2019 Montessorior
training.docx