



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- The Centre for Volunteering's Awards Team
- ACSA Weekly
 - ACSA Member Update
 - ACSA Webinars
 - ACSA Update NSW Budget Brief
 - ACSA Royal Commission Update
- NCOSS E News
- Community Care Review

New England **Sector Support Team**



From: The Centre for Volunteering's Awards Team [mailto:award@volunteering.com.au]

Sent: Wednesday, 12 June 2019 9:58 AM

To: Council

Subject: When you nominate your volunteers you're also shining a bright light on your organisation.

Nominations are now open for the NSW Volunteer of the Year Awards!



The NSW Volunteer of the Year Awards are Australia's largest celebration of volunteer recognition...and they just keep getting bigger.

They create an opportunity for you to say thank you – but also a platform to raise awareness about your cause, local issue or volunteering success.

Local volunteers are crucial to their communities – let us help you recognise your teams and individual volunteers in this year's Awards to thank them for the incredible work they do.

You can nominate your volunteers in either the Recognition Only category or for those volunteers whose stories have been incredibly

inspirational, nominate them in the Judging category for them to be in the running for the 2019 NSW Volunteer of the Year.

For those who have large numbers of volunteers we have made the process easier for you via a Bulk Nomination process. Contact us at award@volunteering.com.au and we will send you all the details.

Please also help us spread the word about the amazing work volunteers do on your website and newsletters. We have a number of resources that are available for you to use across your networks and can be downloaded easily from our website.

[Learn more](#)



The Centre for Volunteering Level 3, 40 Gloucester Street Sydney, NSW
2000 Australia

Web Version

Issue No. 117 | 13 June 2019

[View this email in your browser](#)

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



New Training & Professional Development Services Launch

ACSA understands the challenge facing members in workforce attraction, recruitment, retention and training which is why we've had a concerted focus at ACSA on developing our support services in this important area.

We now have a strong and expanding Workforce & Industry Development Unit with over 30 team members across all states in Australia.

ACSA is proud to be leading the workforce industry effort and is excited to bring you a suite of new training and professional development opportunities:

Access the resources through ACSA's website [here](#).

The site contains two key resources for providers looking to develop and implement workforce strategies:

- Further member-led training opportunities. ACSA has dedicated Workforce & Industry Development resources to assist members in developing their own training and professional development aligned to your organisation's needs. Use the Training & Professional Development website to contact a member of ACSA's Workforce & Industry development unit to develop solutions and programs to suit

your workforce requirements.

- A calendar of Training and Professional Development activities and programs. All opportunities in the calendar are designed to support service providers in their workforce planning. Entries are regularly updated and provide training opportunities for large groups as well as specialised areas within the sector.

These opportunities are designed to be as flexible as possible, allowing members to request and plan training specific to your organisation's needs.

In addition, ACSA's training calendar offers year-round training and development opportunities. You can access the Calendar [here](#).

We also have some exciting work planned on our training offering in remote and rural areas and look forward to sharing more with you as those develop.

Please take the time to check out the resources we have launched today and consider how ACSA's dedicated workforce staff can support your organisation to deliver on your workforce aspirations.

Regards,



Pat Sparrow, CEO

ACSA Responds to Recommendations of the Resource Utilisation & Classification Study (RUCS) and the Department of Health Consultation Paper

A critical area of much-needed reform in our industry is that of funding, and the associated discussion around the development of an alternative funding approach for residential aged care.

Last week, ACSA submitted to government the results of months of work consulting with ACSA members about the proposed alternative funding tool known as the Australian National – Aged Care Classification (AN-ACC) funding model. [Click to read more.](#)



Royal Commission
into Aged Care

ACSA will issue a Royal Commission update after the hearings end Wednesday 19 June.

Royal Commission Hearings in Broome next week, RC announces Community Forum in Townsville

From Monday through to Wednesday of next week (17 June – 19 June), the Royal Commission will hold its Broome hearing. The focus will be on care in remote areas, unique care needs of Indigenous Australians and issues of access and inclusion.

Further information is available on the Broome hearings page, [here](#).

Location: Broome Civic Centre, Jimmy Chi Hall, 27 Weld Street, Broome, WA 6725

Time: 9.30am

Community Forum to take place in Townsville on 18 July

The Royal Commission into Aged Care Quality and Safety has also announced details of a Community Forum to take place in Townsville.

Location: Rydges Southbank, 23 Palmer Street, Townsville, QLD 4810

Time: from 1.30pm to 4.30pm

For more information, go to the [Community Forums](#) page on the Commission's website.

Community forum to take place in Mildura 29-31 July

The Royal Commission into Aged Care Quality and Safety has also announced details of a Community Forum to take place in Mildura later in July.

Location: Mildura Arts Centre, 199 Cureton Ave, Mildura VIC 3500

Time: from 10am to 4pm

More information will be posted on the [Community Forums](#) page on the Commission's website closer to the date.

Community forums are being held in a number of metropolitan and regional locations around the country. They represent an opportunity for members of the public to hear about

the work of the Commission and to offer their ideas on the challenges and strengths of aged care and the opportunities for improvement. Commissioner Lynelle Briggs AO will be present.

Australia Needs More "Heart Skills": Aged Care Professionals Set To Be In High Demand

Aged & Community Services Australia (ACSA) says Deloitte Access Economic report released today, *The path to prosperity: Why the future of work is human*, shows Australia faces a caring professions skills shortage. The Report dispels commonly held myths that the future workforce in Australia will be solely about automation and technology-driven.

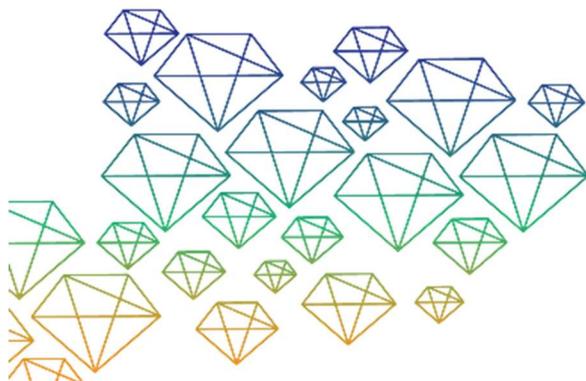
"This Report finds 'skills of the heart' will those most in demand in the future," said Patricia Sparrow, CEO of ACSA. [Click to read more.](#)

ACSA relaunches Training and Professional Development Services

One of the ways for aged care service providers to overcome some of their future workforce challenges is by adopting a strong commitment to ongoing staff Training and Professional Development.



In consideration of the needs and views of our members, ACSA has identified the Training and Professional Development priorities of our sector and in response has developed one-stop resources on the ACSA website offering two streams of Training and Professional Development services. We are providing solutions and programs that are not only driven by demand but are also member and industry-led. [Click to read more.](#)



 **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](https://www.acsa.asn.au)

2019 ACSA Aged Care Awards - Congratulations to all State and Territory Finalist Organisations!

ACSA is delighted to announce the finalist organisations for this year's **ACSA Aged Care Awards**, which celebrate the outstanding achievements and contributions in the aged care industry throughout the year.

There are seven award categories - with winners from each state and territory forming the list of nominees for ACSA's national awards, to be presented during the organisation's **32nd National Summit**, being held in Melbourne from 8-10 October. [Click to read more.](#)

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

ACSA has partnered with Essential Media to bring you a new **crisis communications and issues management service**. **We are currently calling for expressions of interest from ACSA members who would like to participate** for a small monthly fee of between \$50 - \$200 (final pricing will depend on the level of member interest).

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.

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



Are you confident in providing end of life care for your residents?

Does your facility have systems in place to meet the aged care standards relating to end of life care and advance care planning? Do you have quality improvement processes for end of life care?

The End of Life Directions for Aged Care (ELDAC) website contains a Residential Aged Care toolkit developed by the University of Technology Sydney in consultation with palliative and aged care experts. It is designed to assist staff working in residential aged

care facilities with palliative care and advance care planning.

Use the [toolkit](#) to find tools and resources at every step of care at the end of life, or call the ELDAC Helpline (1800 870 155) for more information.

Need

staff?

Your local jobactive provider can help you find the right candidate for your business at no cost to you. jobactive is the Australian Government's way to get more Australians into work. With 1700 providers nationwide, jobactive will work with you to understand your recruitment needs in order to identify job seekers who are a good match for your business. [Click to read more.](#)

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, there is just two weeks left to take up ACSA's

special offer to save 5 per cent on your membership fee when paying before 30 June!

[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

12 June: [Australia Needs More "Heart Skills": Aged Care Professionals Set To Be In High Demand](#)

A promotional banner for the ACSA 32nd National Summit. The left side features a photograph of a woman smiling, with the text 'PURPOSE PEOPLE PERFORMANCE' overlaid in white. The right side has a dark blue background with white and teal text. It includes the ACSA logo (a gear with a person icon) and the text: 'Provisional Program NOW ON LINE', 'ACSA 32nd National Summit', 'Aged & Community Services Australia', '8-10 OCTOBER 2019', 'Melbourne Convention and Exhibition Centre', and the website 'www.acsasummit.com.au'.

**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

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

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

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

25 June: [Webinar: How Jobactive Can Help Find Staff](#) **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

Designing & Developing Retirement Living & Residential Aged Care National Conference - Sydney, 16-17 July



The expectations of today's consumers for retirement living and residential aged care are changing. Organisations need to be providing high quality, modern living spaces that offer choice and flexibility as Australians more often opt to age in place.

Ongoing challenges across this sector include, attracting baby boomers, integrating complex care into design and attracting investment into developments, and we are pleased to address these in the ACSA, COTA Australia and Criterion Conference event series. This event is an opportunity to network with leaders in the industry and learn about their innovative practice. [Click here to find out more.](#)

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.

Publications, reports, grants and resources

Calling for Expressions of Interest for SAGE 2020 - [click here](#)

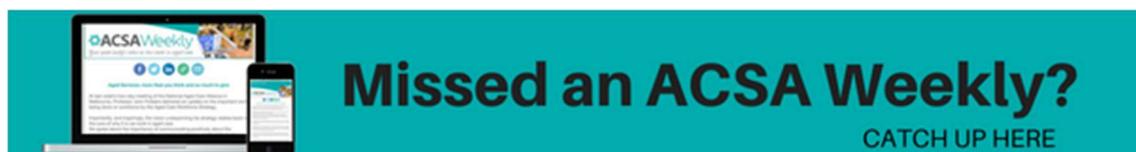
Try out the new My Aged Care test website - [click here](#)

Seniors Rights Service - Free Webcast: Lifting Up Voices (World Elder Abuse Awareness Day 2019), 14 June - [click here](#)

Webinar: Navigating the new Aged Care Means Assessment Forms, 24 June - [click here](#)

PRACTICAL COMPLIANCE GUIDELINE PCG 2019/4 (FED): Retirement villages: ATO compliance approach - exit allocable cost amount calculation at step 4 for certain resident liabilities under lease premium or loan/lease occupancy agreements - [click here](#)

Queensland Health Seasonal Influenza Communique - [click here](#)



ACSA Member Update

Employee Relations Reminder: Please complete the Fair Work Commission SCHDS Survey

Dear Debra,

Thank you to those members who have already completed the SCHDS survey.

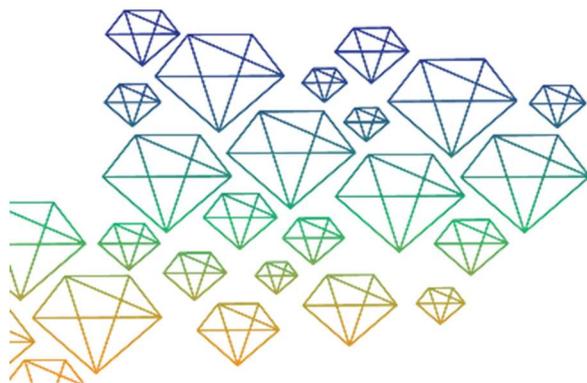
The Fair Work Commission has extended the deadline for those employers who have yet to complete the survey until **4.00pm on Wednesday 19 June**.

The survey is only for employers engaging staff who are classified under the SCHDS Modern Award or enterprise agreements with classifications covered by the SCHDS Modern Award. If you do not employ staff in home care, community care or disability services, please do not complete the survey.

The survey asks a range of questions about organisations, for example, how many employees they have, how many are casual employees, among other things. We expect that the survey will take no more than 5-10 minutes to complete, so please make the effort to complete it. Please [click here](#) to complete the survey.

We remind members that the Commission has stated that if organisations do not complete the survey, the Commission may issue orders compelling them to attend the Commission and give evidence at a hearing. We therefore encourage all members to fill in the survey.

Please contact Anna-Maria Wade, Employee Relations Manager, on 0410 274 872 or annamaria.wade@acsa.asn.au should you have any questions regarding the survey.



 **ACSA**
AGED CARE
AWARDS 

REGISTRATIONS OPEN

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TAS - July 31 | VIC - August 9

acsa.asn.au



ACSA Member Update | 18 June 2019

[View this email in your browser](#)

ACSA Member Update

ACSA Training & Professional Development webinar series for the new Aged Care Quality Standards

Dear Debra,

In advance of the transition to the new Aged Care Quality Standards on 1 July, ACSA is offering a series of webinars presented by various experts in the sector. The topics, related to the standards, are varied and suitable for a wide range of staff and for board members. The content developed following much feedback and after queries from the ACSA members across Australia includes:

Upcoming:

- **19 June: Open Disclosure - [click here to register](#)**
- **25 June: Psychotropic Medications and Restrictive Practice - [click here to register](#)**
- **26 June: Home Care Pricing: Presented by Bentleys - [click here to register](#)**
- **3 July: ACSA Quality Portal: Overview by BNG NGO Services - [click here to register*](#)**
- **16 July: ACSA Quality Portal: Overview by BNG NGO Services - [click here to register*](#)**
- **16 July: Elder Abuse/Neglect: Presented by OPAN - coming soon**
- **July: Open Disclosure & Effective Complaints Management - coming soon**
- **July: Deteriorating Resident: Presented by Carol Douglas, Nurse Practitioner - coming soon**

**Please note that registration for BNG NGO webinars is via the GoToWebinar website. Once registered, you will be sent an email from GoToWebinar on the day of the session with a link to join the webinar.*

The webinar series commenced in May, [click here](#) to access past webinar recordings.

In addition to ACSA's member exclusive webinar series, the Australian Institute of Company Directors and ACSA have partnered to make the below webinar available to ACSA member organisations at the AICD member's price.

- **Webinar: Governance for Boards in the Aged Care Sector - [recording available here](#)**

Discount offer: ACSA members can access the AICD member price of \$89 with the promo code "AGEDGOV". Redemption expiry: 19 June 2019

Register now for ACSA and Australian Strategic Services' Standard 8, Organisational Governance Masterclasses.

To be held across three locations in Tasmania during July, these workshops provide an overview of the key governance and organisational considerations and actions that a board should attend to if it, and the organisations, are to meet or exceed the requirements of the new Aged Care Quality Standards, in particular Standard 8, Organisational Governance.

[Click here](#) to find out more about these valuable sessions.

[View more Aged Care Quality Standards resources here](#)



The banner features a collage of elderly people on the left and a blue background with white and teal text on the right. The text includes the ACSA logo, the event name '32nd National Summit', the dates '8-10 OCTOBER 2019', the location 'Melbourne Convention and Exhibition Centre', and the theme 'PURPOSE PEOPLE PERFORMANCE'. A large teal call to action reads 'REGISTRATIONS NOW OPEN' with the website 'www.acsasummit.com.au' below it.



ACSA Member Update | 19 June 2019

[View this email in your browser](#)

ACSA Member Update

[New South Wales State Budget Brief](#)

Dear Debra,

State Treasurer – Dominic Perrottet MP delivered his third budget and the first of the

New South Wales (NSW) Liberal National Coalition Government in its third term.

The NSW Government will deliver an estimated surplus of \$802 million this year and \$1.7 billion in 2019-20, with continuing surpluses over the forward estimates averaging \$1.7 billion per year. With growth forecast this year of 2.25%, government debt is set to increase to a state record \$38.6 billion.

Health remains a prime focus with \$26.7 billion in expenditure budgeted for this year.

\$2.8 billion will be spent to recruit a total of 8,300 frontline health staff, over four years, with 45 per cent located in regional NSW. This includes an additional 5,000 nurses and midwives including mental health and palliative care nurses, 1,060 medical staff including doctors, psychiatrists and specialists; 880 allied health staff and 1,360 hospital support workers.

ACSA's position: With the continued focus on hospitals and the acute end of the health pathway and falling investment in prevention we will again raise concerns about the need to build the capability of the external infrastructure, services and supports in the community that keep older people out of hospital. Our industry would be a key contributor in this space.

ACSA is meeting with Health Minister Hazzard in early August and will raise this and other matters relating to his portfolio.

[Click here](#) to download the 2019 NSW State Budget Brief.



The banner is split into two sections. The left section features a photograph of three elderly people smiling. Overlaid on the photo is the text 'REGISTRATIONS NOW OPEN' in large, bold, white and blue letters, and the website 'www.acsasummit.com.au' at the bottom. The right section has a blue background with the ACSA logo (a gear icon) and the text 'ACSA AGING CONFERENCE AND FOUNDATION'. Below this is '32nd National Summit' in large white letters, followed by '8-10 OCTOBER 2019' and 'Melbourne Convention and Exhibition Centre'. At the bottom of the right section, the words 'PURPOSE PEOPLE PERFORMANCE' are written in white, with three stylized blue wave-like shapes above them.



ACSA Royal Commission Update | 20 June 2019

*View this email in your
browser*

ACSA Member Update

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



Royal Commission Update - 21st Edition

*Royal Commission Hearings in Broome, Perth Hearings Commence on
Monday, 24 June focusing on 'person-centred care.'*

Dear Debra,

*From Monday through to Wednesday (17 June – 19 June), the Royal Commission
held public hearings in Broome.*

*The hearings are the fourth substantive public hearings so far in the Aged Care
Royal Commission into Safety and Quality.*

The focus was on care in remote areas, unique care needs of Indigenous Australians and issues of access and inclusion for Aboriginal and Torres Strait Islander people. Aboriginal and Torres Strait Islander people comprise 16 per cent of the remote population and 46 per cent of the very remote population, the Commission heard.

The things that caught the Commissioners attention

The following points were key questions from Commissioners Tracey and Briggs during the Broome hearings.

- *Overcoming language difficulties between carers without indigenous language and residents*
- *Culturally appropriate care*
- *Training and the difficulty or otherwise in obtaining qualifications and training in remote areas*
- *Practical considerations of a national carers register and whether one would create problems in recruiting staff*
- *Education of undergraduates as specialists in geriatric medicine*
- *Whether medical schools include study focused on treating Aboriginal and Torres Strait Islander patients and the cultural considerations of this care*
- *Ability to employ Aboriginal aged care workers and the role of TAFE*
- *Whether funding provides for cars and other modes of transport so that providers can retrieve remotely located persons in their care.*
- *Transport and transport disadvantage for Aboriginal persons*
- *Recruitment and retention of volunteers to work in residential aged care facilities*
- *The rate of individuals living in remote communities who may be entitled to assistance (whether home care or other) from the Commonwealth but are not receiving assistance*
- *Access to MyAgedCare*
- *Practices around the prescription and dispensing of medicines when servicing rural and remote patients*

In summarising the three days of hearings, Counsel Assisting Paul Bolster said the

evidence underscored the importance of the delivery of “culturally safe” care to older Aboriginal and Torres Strait Islander people.

Commissioners heard evidence of how care is being delivered in remote and very remote areas. Evidence incorporated providers operating in Western Australia, particularly in the Kimberley, as well as the Northern Territory, South Australia and Far North Queensland, servicing the Torres Strait.

Counsel Assisting Paul Boster made the point that a sizeable portion of residential facilities in these areas have been taken over by current providers following previous failures, and a majority are running at a loss.

He noted there is “very little money to be made delivering aged care services in remote and very remote locations – a fact clearly borne out by the lack of for-profit providers operating in these areas.” He noted that providers in these areas operate at a loss with some larger providers able to sustain their services by cross-subsidising with funds from other parts of the organisation.

Returning to the importance of culturally safe care for remote and very remote communities, he said definitions differ on what that means but there were some essential elements, including:

- 1. Understanding location and the people who live there. This includes understanding the Elders and their responsibilities towards Community.*
- 2. Responding to the needs of the Community and recognising the Community is likely to have an embedded collectivist culture.*
- 3. Need to obtain trust of the community by respecting cultural matters. This includes respecting the needs of Aboriginal to return to the community for Sorry matters and traditional ceremonies.*
- 4. Employing a higher rate of Aboriginal and Torres Strait Islander workers as a way of demonstrating “culturally safe care.” Where there is not culturally safe care, older Aboriginal and Torres Strait Islander people will be reluctant to take it up, he said.*
- 5. Need to earn trust against a backdrop where there is little to commend the Aboriginal community to trust that a person is there to do good. He cited the*

legacy of the Stolen Generations as a stark reminder as to why there is a distrust of institutions, and the difficulties of building trust between care provider and recipient.

“Cultural safety,” he said, quoting the definition provided by one of the witnesses, Dr. Fox, “should be defined by those receiving the care. It implies an awareness of the cultural, social, emotional and historical issues that affect a person’s relationship with you.”

Despite providers being aware of the importance of culturally safe care the evidence suggested a “lack of direction, and a lack of uniformity” in the approach to this.

“While the Quality Standards make direct reference to this is, it would seem to mean different things to different providers,” he observed.

The Commission then adjourned until the commencement of the Perth hearings on 24 June. The focus of those hearings running from Monday, 24 June to Friday, 28 June will be on ‘person-centred care.’ To read more on the Perth hearings, [click here](#).

Members of the Community in Broome were invited to attend the Community Forum immediately after the hearings to express their views informally to the Commissioners.

[Click here](#) for a summary of the three days of Broome hearings (17-19 June).



NCOSS eNews with the latest from the community sector

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

eNEWS



Powered by leap communityNet

A MESSAGE FROM NCOSS CEO



Dear All,

Our June FONGA meeting was held in Blacktown, at the Council chambers. We received a warm welcome from Mayor and local member Stephen Bali MP who provided us with an overview of the huge diversity, growth and opportunities that Blacktown is experiencing, as well as the many challenges.

We were joined by representatives from Services NSW and the NSW Department of Finance, Services and Innovation who spoke respectively about: i) how the Government's Cost of Living experts are reaching out to communities across NSW and exploring partnerships with NGOs to better meet identified needs and; ii) the results of the pilot of location-based reporting where a handful of NGOs have captured and uploaded data recording instances of different types of service provision by geographic location.

In both cases those in the room were able to provide useful and informed feedback indicating the complexities and challenges of engaging with diverse communities who have often experienced trauma and other disadvantage. There was a strong interest from both sides in further consultation and input to better understand these new initiatives and ensure their usefulness. We will provide links to both presentations once available.

Don't forget that our post budget breakfast will be held on 27 June at Parliament House and promises to be an informative, not-to-be missed event. You can find out about the lineup of speakers and panel representatives [here](#). A great opportunity to get up to date on the 2019/20 budget, understand different perspectives, and catch up with colleagues all before your working day starts!

And finally – WE NEED YOU! The annual NCOSS member survey is live and we need to hear from you, our members, regarding what we do well and how we could improve. Please take 5 minutes to complete the survey today – [link here](#).

Be Well

- Joanna Quilty, NCOSS CEO

NCOSS News & Events

NCOSS Annual Member Survey



We need your feedback! NCOSS has launched its annual member survey because we want to hear from you - what has been working well for you as a member and what could we do better? Please take 5 minutes to respond [today](#).

NCOSS NSW Post-budget Breakfast 2019 – Have you registered?



Following the release of the 2019-20 NSW Budget, come along to the NCOSS NSW Post-Budget Breakfast on Thursday 27 June, for the opportunity to hear from The Hon. Gareth Ward, MP and a panel session moderated by respected Sydney Morning Herald senior journalist and columnist, Jacqueline Maley. [Register now!](#)

Training Opportunity - Digital Marketing Strategies for Non-Profits & Advocacy Services



How do you get noticed amidst the incredibly noisy world of today's digital and social media age? Join NCOSS in this upcoming workshop designed to build skills to engage with digital marketing and social media to increase the public profile of your organisation. More information and to register [here](#).

AICD National Not-for-Profit Scholarship Program – Apply Now!



AICD and ASF have partnered to facilitate the 2019/2020 AICD National Not-for-Profit Scholarship Program. This program will make available 140 full scholarships across the Australian not-for-profit sector with the goal of enabling high level staff members with the opportunity to attend the AICD Governance Foundations for NFP Directors program. Read

more [here](#).

NSW Government Launches Phase Two of Energy Switch Program



Energy Switch is a NSW Government initiative that allows individuals compare the plans of all NSW household electricity providers, and switch to a different plan if you want to. Energy Switch has now entered its' second phase, expanding to include gas plan comparisons. For more information, visit the web page [here](#).

Upcoming NCOSS Professional Development Events

- **NGO Research Forum** - 26th June 2019
- **NCOSS Budget Breakfast 2019-2020 (Sydney)** - 27 June 2019
- **7 Digital Marketing Strategies for Non-Profits & Advocacy Services** - 27 June 2019



Digital Mentors: The Heart of the Digital Revolution - July 26th

This forum is for those concerned about the social and economic impact on Australians excluded from the digital world. Together we will identify effective strategies, solutions and new approaches to address the deepening digital divide in Australia. Book tickets before they run out!

[Read More](#)

Grants in Aid - Closing soon



The objectives of the Grants in Aid Program is to support an efficient and high-performing public sector by providing assistance to non-profit making organisations for the provision of support on services to benefit a wide section of the community, directly or indirectly, in a demonstrable way.

[Read More](#)

Is government spending all that's keeping the economy afloat?



As the economy slows to GFC levels of ten years ago, public sector spending on things like health, aged care and the NDIS may be providing the fiscal boost that keeps us out of recession.

[Read More](#)

Not For Profits need to reclaim the values space



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David Crosbie, CEO of Community Councils Australia says of commercial television “I’m sometimes bugged if I know what the ads are for”. Values like inclusiveness and diversity have been claimed by the corporates.

Digital mentoring in Australian communities - A report prepared for Australia Post



[Read More](#)

This report outlines the QUT Digital Media Research Centre's investigation into community-based digital mentoring practices to inform the development of robust, evidence-based resources for digital mentors.

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

Professional Development Events

The Leader's Way: Expand your Perspective - Collective Purpose - Sydney 25-26 July 2019



[Read More](#)

Run by Verge Collaborative, Inside Out & Associates Australia & First Line Coaching. Cost: \$550. Expand your Perspective is one of three 2-day leadership workshops in The Leader's Way development program for frontline social and community sector leaders.

Digital Mentors: Heart of the Digital Revolution - July 26th



This forum is for those concerned about the social and economic impact on Australians excluded from the digital world. Together we will identify effective strategies, solutions and new approaches to address the deepening digital divide in Australia.

[Read More](#)

Discussing Sexual Health with Young People - 2nd July 2019 - Western Sydney



Community training aims to develop participant's understanding, skills and confidence in addressing health issues with young people.

[Read More](#)

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](#)

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

In Brief

Opportunity for NCOSS Members - we have partnered with [Think Change Grow](#) in the running of [The Greater Collective](#) – a leadership course that uses real-life social purpose organisations with a challenge as case study for learning. The training course is endorsed by Deakin Uni. Register your interest [HERE](#).

The Mission Australia Youth Survey is turning 18 this year and we want to hear from as many young people across the country as we can about what it is like growing up in Australia! More information on how to participate [HERE](#).

Shellharbour Advocacy Skills Workshop - register now for this valuable training being delivered by Public Interest Advocacy Centre on Thursday 20 June. More information [HERE](#).

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The advertisement features a central illustration of two hands holding a green envelope with a white card inside that says 'leap communityNet'. The background is filled with various icons representing digital marketing and technology, such as a smartphone, a laptop, a camera, a gear, a magnifying glass, a speech bubble, a calendar, a play button, a camera, a person icon, and a gear. To the right of the illustration is a purple and blue text box with the following content:

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

Email advertising opportunities available.

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COMMUNITY Care REVIEW

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

A special announcement on behalf of our valued sponsors



PRICE ANALYSIS TOOL

FOR HOME CARE PROVIDERS

PREPARE FOR 1 JULY 2019 PRICING CHANGES

By 1 July 2019 home care providers will need to publish their prices in a new standardised home care pricing Schedule on the My Aged Care website. This transition to the new pricing structure may be an opportune time to analyse your current pricing policies and determine if you need to change your prices.

The e-Tools Price Analysis Tool is a purpose-designed spreadsheet that enables you to enter key business drivers specific to your business, alongside data prescribed by the new Government guidelines. This allows you to create different scenarios and view potential outcomes, to assist you in making informed decisions on your pricing.

Designed for use by all providers without the need for any of our software, and with no setup or installation required, you can start using this tool immediately.

Priced from \$250 plus GST* enquire now to prepare for the changes.

* For eHCP Web users

GAIN IMMEDIATE ACCESS TO CUSTOMISED SPREADSHEET
NO SETUP OR INSTALLATION REQUIRED

REQUEST INFO NOW



Australian Government
Department of Health

The
Department
of Health

Now available - Aged Care Quality Reform Webinar

The recent webinar on key aged care quality reforms being implemented from **1 July 2019** is now available on the [department's website](#). The webinar included background and live question and answer sessions on the following topics:

- Aged Care Quality Standards
- Clinical Governance Framework
- Open Disclosure Framework
- Single Charter of Aged Care Rights
- Strengthened regulations to minimise the inappropriate use of restraint
- National Quality Indicator Program

This webinar was jointly presented by the Department of Health and the Aged Care Quality and Safety Commission.

Department of Health

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Latest News



\$600m in unspent funds undermining sustainability of providers

The amount of unspent home care funds being held in provider bank accounts has hit almost \$600 million.



US Expert calls out Australia on elder abuse

A US expert says elder abuse is being kept in the shadows in Australia because of a lack of specific legislation.



Physios overlooked in incontinence management

Physiotherapists can play an important role in incontinence management and education.



Remote areas need more respite services, inquiry told

A hearing of the Royal Commission in Broome has heard about the lack of respite services in remote Western Australia.

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BEST IN NSW

18 - 20 June 2019 | Pullman Melbourne on the Park

AGED CARE WEEK

An Akolade event, co-host partner:

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

REGISTER NOW

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 legal, regulatory and compliance and practical insights.

2ND RETIREMENT LIVING FORUM

28-28 AUGUST 2019 | INTERCONTINENTAL MELBOURNE

2nd Retirement Living Forum

Aug 26 – Aug 28 all-day

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

Advisory Panel:

critterion COTA ACSA
conferences

Quality in Aged Care

National Conference

26th - 29th August 2019
The Westin Sydney

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.



ATSA Independent Living Expo (part of i-CREATe)

Aug 27 – Aug 28 all-day

The very first ATSA Independent Living Expo in Canberra is taking place on 27-28 August alongside i-CREATe 2019 Conference.



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.

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