



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- CHSP Registering Grandfathered Clients
- Drought Assistance Sites and Contacts
- ACSA Weekly
 - ACSA Member Update
 - ACSA Quality in Aged Care National Conference
 - ACSA Member Update Media Alert
 - ACSA Member Update Indexation
 - ACSA Member Update Employee Relations
 - ACSA Member Update – Aged Care Industry Media Management
- Aboriginal Affairs Roles Currently Advertised Externally
- Australian Charity Guide
- Energy and Water Ombudsman NSW
- Applications open for 2020 NSW Seniors Festival Grants Program

New England **Sector Support Team**

02 6772 3590



Dear CHSP Development Officer.

All CHSP providers that have grandfathered CHSP clients who are not yet registered on My Aged Care are required to provide information on these clients to the Department of Health for the purpose of creating a client record.

This is a requirement in the CHSP Program Manual 2018.

The data collected from grandfathered clients will be used to create a My Aged Care client record for these clients without an assessment being undertaken.

If a CHSP provider has any difficulties with completing the template, they should email the Department of Health's CHSP Policy inbox: CHSPProgram@health.gov.au

Please read the following links to the Department of Health's web-site as they contain all the information you need.

[CHSP NEWS](#)

<https://agedcare.health.gov.au/letter-from-department-to-chsp-providers-explaining-data-collection-process>

https://agedcare.health.gov.au/sites/default/files/documents/06_2019/chsp_grandfathered_clients_data_collection_template.xlsx

Kind regards.

Bernard Moore
Funding Arrangement Manager

Community Grants Hub

Department of Social Services

P: (02) 9942 5686 **E:** bernard.moore@dss.gov.au

communitygrants.gov.au

The Department of Social Services acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, water and community. We pay our respects to them and their cultures, and to Elders both past and present.



From: Sally Schofield
Sent: Thursday, 20 June 2019 9:57 AM
Subject: DROUGHT ASSISTANCE reference information

Good Morning,

At a recent Community Wellbeing Advisory Committee meeting we discussed passing on information links far and wide in the community to try and ensure that those that need the contacts have the information.

Chris and Sonya at the Guyra Neighbourhood Centre have provided the attached document with links and I would strongly encourage everyone to send that information out into the community.

Thank you in advance.

Regards

Sally Schofield

Program Leader - Community Services

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Drought Assistance
Sites and Contacts-z



ACSA Weekly

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



Sustainable Aged Care can't wait until after the Royal Commission

It was a pleasure meeting with the new Aged Care Minister, Senator the Hon Richard Colbeck, today and addressing wide-ranging topics on matters to address urgently. I look forward to working with him.

No doubt you will have seen the latest StewartBrown 'Aged Care Financial Performance Survey' which continues to highlight the worsening financial situation facing aged care. ACSA is continuing its advocacy on the need to address this urgently.



We will ensure the Minister is aware that the costs of delivering quality care to residents, who have more complex health and support needs, are increasing. That home care providers are also facing increasing costs as well as the impacts of inadequate indexation. Funding is standing still despite the evidence that shows the increased needs of the people we are caring for, the higher community expectations and the associated

increasing costs.

ACSA has outlined a number of actions that can be taken now to ensure aged care is on a sustainable footing including extending the 9.5% funding injection into residential care, increasing the rural and remote supplement by \$10 per day and bringing forward the 30% increase to the homeless supplement (see media release [here](#)). We are also arguing for more home care packages and addressing the issues created by unspent funds.

The Royal Commission should not be used as an excuse to delay urgent action to make services sustainable and available to those who need and rely on them.

In recognition of World Elder Abuse Awareness day (15 June), ACSA and Older Persons Advocacy Network (OPAN) have released a new pocket-sized resource for aged care workers and providers.

This is a great resource for your front-line staff. It's written in plain English and provides critical information on how to recognise and respond if they suspect or see elder abuse occurring. It has been designed so that aged care workers can have it on hand or in their pocket for every shift.

To get free copies for your workforce, please email enquiries@acsa.asn.au or [click here](#) to download your free printable copy.

Regards,



Pat Sparrow, CEO

Members **providing** **CHSP** **services**
Members would have recently received a message from the Community Grants Hub regarding the Commonwealth Home Support Programme (CHSP) Grant Agreement ([click here](#) [to](#) [read](#)).

ACSA has taken up the issue of **having to repay unspent funds** in this circumstance, where the indexation was paid in one payment at the end of the financial year, with the Minister's

office and the Department. We are pleased to confirm that you will now be formally advised that there will be no need to acquit the indexation payments for 2018-19 and **unspent funds** (related to this indexation payment) **will not have to be re-paid**. The same will apply to other funds that have gone out late in the financial year for home modifications, equipment and assistive technology.

StewartBrown: Aged Care Financial Performance Survey Sector Report (nine months ended March 2019)

Accounting firm StewartBrown has this week released its Aged Care Financial Performance Survey for the nine months ending March 2019 (the Report) for residential care and home care. [Click here](#) to download.

Voluntary Assisted Dying Commences in Victoria

Victorians over the age of 18 will be able to access voluntary assisted dying from 19 June.

Victoria's voluntary assisted dying law allows a person in the late stages of advanced disease and that is likely to cause their death within six months (or within 12 months for neurodegenerative diseases like motor neurone disease) to take medication prescribed by a doctor that will bring about their death at a time they choose. A terminally ill patient must make three, clear requests to medical professionals.

The person choosing to end their life must be the one to make the decision to access the laws and it cannot be made by anyone else on their behalf. [Read more](#)

Responding to non-compliance with the Aged Care Quality Standard

The Aged Care Quality and Safety Commission recently released a Regulatory Bulletin which outlines how the Commission will respond to identified areas for improvement and non-compliance with the Aged Care Quality Standards from 1 July 2019.

Discussed in the Bulletin is how the Commission will consider the finding of a non-compliance against the Aged Care Quality Standards, the timetable set by the Commission for necessary improvement and the form and the frequency of contact during the improvement period.

Also discussed in the Bulletin is how the provider must revise its plan for continuous improvement and use the improvement period to ensure that the improvements initiated enables the provider to comply with the Quality Standards. Further regulatory action by the

Department of Health may also be considered if the Commission is not satisfied that the improvements made by the provider will not meet the Quality Standards. [Click to read more](#)

URGENT REMINDER to Home Care Providers - Changes required to your Home Care Package Service Information

The Department of Health has been communicating with home care package providers since October 2018 to cease certain practices undertaken by some providers. To comply with the new requirements, your organisation is required to make one or more changes to your outlets in the My Aged Care provider portal. [Find out more](#)

New Charter of Aged Care Rights

The new single Charter of Aged Care Rights starts 1 July 2019. Providers are required to support consumers to understand the new Charter.

From 1 July 2019, providers must give consumers a copy of the new Charter signed by the provider and ensure that the consumer or their authorised person has been given a reasonable opportunity to sign a copy of the Charter. [Click to read more.](#)

Advance care planning in Australia: Background Paper 5

The Royal Commission into Aged Care Quality and Safety has released its fifth Background Paper as part of the Royal Commission's work. The paper, Advance care planning in Australia is now available to download on the [Commission's website](#).

Research on the uptake, benefits, issues and practices associated with advance care planning directives, as well as various arrangements in each state and territory, are briefly summarised in a background paper, Advance Care Planning in Australia, released today and available on the Royal Commission's website.

It says: "Advance care planning has been shown to reduce unnecessary transfers from a residential aged care facility to a hospital and decrease a person's level of worry and anxiety about their future."



Residential Aged Care toolkit can help you to meet new aged care standards

Did you know that ELDAC’s free Residential Aged Care toolkit can help you to meet the new Aged Care Quality Standards?

If your work involves advance care planning and/or end of life care, Standard 1 (Consumer dignity and choice), Standard 2 (Ongoing assessment and planning with consumers), Standard 3 (Personal care and clinical care) and Standard 8 (Organisational governance) may be particularly relevant to you.



Find out how this free resource can help you to meet these standards in the blog, [The ELDAC Residential Aged Care Toolkit: Assisting the transition to the Aged Care Quality Standards.](#)

End of life Directions for Aged Care (ELDAC) is funded by the Australian Government Department of Health to support quality care for older Australians at the end of life. Find out more about ELDAC at www.eldac.com.au.

ATO Practical Compliance Guideline PCG 2019/4 (FED)

The Federal Government released - 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.

The guidelines are available to view [here](#) on the ATO Website.



As part of the theme for this years' ACSA National Summit we are focusing on the PEOPLE in aged care who really make a difference for older Australians. We need to regularly revisit our practices to ensure we are placing PEOPLE at the heart of our services.

Join us, along with Keynote Speaker Lisa Giacomelli and others at the ACSA 32nd National Summit as we review, refocus and consider the big issues facing aged care in our country.

ACSA 32nd National Summit. Melbourne, Victoria 8-10 October. To view the program or to register visit www.acsasummit.com.au.

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



As part of ACSA's ongoing efforts to support our industry to engage with the Royal Commission, we have developed a website offering members extensive support materials. This website is designed as a central resource for:

- Advice and assistance through ACSA's Royal Commission Advisory Panel;
- Answers to FAQ's about the Commission;
- Resources and advice for members appearing at the Commission;
- Access to ACSA's Royal Commission submissions and witness statements;

- Access to ACSA's Royal Commission hearing overviews and regular Commission updates;
- Template letters for keeping residents and staff informed of Commission proceedings;
- Centralised resource for all official Commission communications; and
- Other relevant Royal Commission materials.

Members are required to log-in to gain access to the site - [click here](#) to access.

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.



A user-friendly portal to help employers with Single Touch Payroll

** Sponsored Content **

To meet ATO reporting requirements, all employers from 1 July 2019 need to be ready to submit Single Touch Payroll (STP) pay event reports at the same time they pay employees.

If you're looking for a user-friendly, easy to implement solution, First State Super have an STP Portal designed to help employers meet their ATO reporting requirements. Through the portal, employers can upload STP pay event reports, validate data pre-submission, and send and receive STP messages. A data test environment, pre-submission data validation, and pre-and post-implementation support are also part of the solution.

Learn more or request a demo [here](#).



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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 10 days 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.



ACSAs State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)
[Western Australia](#)

Media Releases

17 June: [New report highlights older Australians need sustainable aged care](#)

15 June: [New pocket resource for aged care workers to support elder abuse awareness](#)



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

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**

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

23 July: [Webinar: Psychotropic Medications and Restrictive Practice](#) **Members Only**

July: Webinar: Open Disclosure & Effective Complaints Management - 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

Government Announcements

National research plan leads the way to dementia cure and care - [click here](#)

NDIS Full Scheme Agreement for Victoria - [click here](#)

Webinar Recording - Aged Care Quality Reform - [click here](#)

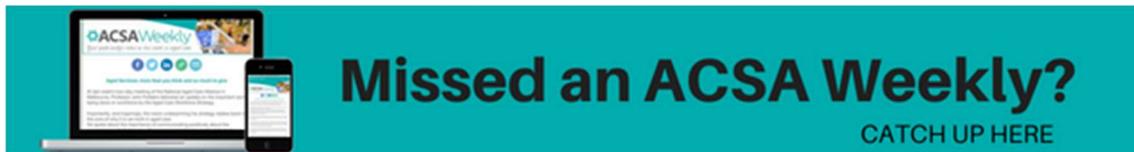
Reduction in home care fees from 1 July 2019 - [click here](#)

World Elder Abuse Awareness Day - [click here](#)

Other resources

Pain Australia Media Release: At last - A national plan for better pain management - [click here](#)

ELDAC News: Helping you to meet the new aged care quality standards - [click here](#)



A banner for ACSA Weekly featuring a laptop and a smartphone displaying the newsletter. The text reads: "Missed an ACSA Weekly? CATCH UP HERE".

NATIONAL PARTNERS



INDUSTRY PARTNERS



ACSA Member Update

Counting Down to 1 July – The Key Elements

Dear Debra,

Home Care Pricing Transparency

The Aged Care Legislation Amendment (Comparability of Home Care Pricing Information) Principles 2019, [view here](#), requires all home care providers to use a new approach in the provision of home care pricing information from 1 July.

The new standardised pricing schedule is built on consumer requirements for transparency, clarity, comparability and to reduce overall administration costs. The schedule is purely about pricing and it is not about organisational quality or innovation.

These requirements include:

- mandatory publication of prices in the Home Care Pricing Schedule (the Schedule) as well as a published full price list on My Aged Care, via web link or document, by 1 July 2019;
- keeping pricing information up-to-date and review at least every 12 months;
- inclusion of a copy of the Schedule within all Home Care Agreements - for new clients from 1 July 2019 and for existing clients, providers will have until 1 July 2020 to comply;
- no longer charging separately for business-related administration costs (these need to be incorporated into the prices for care & services) – you must conform by 1 July 2019; and,

- care/case management is a key component of a home care package and apart from the price of this, there is the requirement to indicate the approach in the Schedule by 1 July 2019.

[Click here to register for ACSA's Home Care Pricing webinar](#)
[Wednesday, 26 June](#)

More information/resources are available on the [department's website](#).

- [Improvements to Home Care Pricing information for existing home care recipients](#)
- [Home Care Provider fact sheet – Improving the publication of home care pricing information](#)
- [Improving Home Care Pricing information: Provider Information Pack](#)
- [Home Care Pricing: Readiness Checklist for Home Care Providers](#)
- [Home Care Pricing Schedule](#)
- [Home Care Pricing Schedule Definitions](#)
- [Quick Reference Guide - Create service delivery outlets and add service information using the My Aged Care provider portal](#)
- [My Aged Care operational update - Webinar](#)
- [Aged Care Legislation Amendment \(Comparability of Home Care Pricing Information\) Principles 2019](#)

The new Aged Care Quality Standards (Quality Standards)



From 1 July, the new Quality 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](#). There are guidance materials which are updated by the Aged Care Quality & Safety Commission, as things progress and can be found [here](#) in the Guidance and Resources for Providers to support the Aged Care Quality Standards.

ACSA continues to develop and update a range of resources in line with the new Quality Standards to specifically support our members. You will find these resources on the ACSA website, where there is a dedicated [New Quality Standards web page](#) that has been designed, as your one stop shop, for all things related to quality and the implementation of the new Quality Standards.

By now you will have hopefully completed your self-assessment, gap analysis and have a quality action plan in place that you are working towards and can demonstrate your progress post 1 July. It is a learning and transition process for all and ACSA continues to engage with the Commission to ensure we “get things right” for the Consumers and Providers.

Charter of Aged Care Rights

From 1 July, the Australian Government is introducing a new and simpler Charter of Aged Care Rights (the Charter). This will replace the current charters of aged care rights and responsibilities.

The Charter will make it easier for consumers (older people receiving aged care services), their families and carers to understand what they can expect from an aged care service provider, regardless of whether they are in residential care or receiving care in the home.

The Charter places the consumer at the centre of care by giving them choice and recognising their right to be treated with respect. It acknowledges that identity, culture and diversity are to be valued and supported.

Consumer responsibilities have also been revised. These changes will support aged care service providers in delivering care to consumers and provide protection for the aged care workforce. Commencing 1 July, providers will be required to assist **all new** consumers to understand the new Charter and invite them to sign it. The purpose of requesting the consumer’s signature is to allow them to acknowledge they have received the Charter and had assistance to understand it. Consumers can choose not to sign the Charter and can

commence, and/or continue to receive care and services, even if they do not to sign the Charter.

Timeframes for implementing these new requirements are as follows:

- 1 July 2019 - onwards: Requirements apply for all new consumers across aged care programs.
- 1 July - 30 September 2019: Requirements must be completed for existing consumers in residential care and short-term restorative care in a residential care setting.
- 1 July - 31 December 2019: Requirements must be completed for existing consumers in home care and short-term restorative care in a home care setting

ACSA is actively seeking clarification on the timeframe for CHSP due to the size and nature of the client group and the significant resourcing that would be required. We have requested that the timeframe requirement here be extended to June 2020.

If there are any changes to the timelines, these will be updated on Department and OPAN's websites.

Older Persons Advocacy Network (OPAN) is supporting the Department of Health in raising awareness and education about the Charter and the implementation. Resources are available for providers and consumers [here](#), and include:

- video and factsheet for consumers
- posters and information booklets
- webinars and events

A Charter of Aged Care rights signing template is available, via the Department's website [here](#).

Also online resources to support the sector's understanding of the Charter are now available on the [department's website](#) for downloading and printing. Some hard copies of the resources will also be available shortly.

- [A Charter of Aged Care Rights booklet](#). The content informs aged care consumers of their rights and how to exercise them. The booklet also includes some information about aged care consumer responsibilities.

- [A Charter of Aged Care Rights poster](#) is available to display and promote awareness of the new Charter.

ACSA's member exclusive recorded webinar is available [here](#).

If you have any questions or feedback regarding the above topics or anything specifically around the new Aged Care Quality Standards, please contact ACSA's dedicated Member Advice telephone line on 1300 877 855 or via email at memberadvice@acsa.asn.au.



NATIONAL PARTNERS



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Quality in Aged Care - National Conference

Quality is the number one, non-negotiable priority for aged care, and providers are under more pressure than ever as the new standards come into effect and the Royal Commission

continues.

To fully explore these important issues and develop practical strategies to ensure quality, we are pleased to announce the next [National Quality in Aged Care Conference](#). Running on the 27th & 28th of August in Sydney, this conference brings together key leaders from across the sector and continues our series developed by the ACSA, COTA Australia and Criterion Conferences Executive Advisory Panel.

What's new at this event?

- Hear updates from Janet Anderson, Commissioner of the Aged Care Quality & Safety Commission about the expectations of the new standards and how they will work in practice;
- Listen to fresh insights from industry leaders and peak bodies about the progress of the Royal Commission so far and early learnings for providers about its potential implications;
- Zoom in on key issues including use of restraint, caring for people living with dementia and other challenges in complex care;
- Gain practical advice from leading providers including Uniting, Opal Aged Care & Silver Chain Group to build a culture that prioritises quality and genuinely engages with consumers; and
- Identify strategies to measure and improve quality care and quality of life.

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

Register today to take advantage of the special early bird offer

[Download brochure](#)

[Register now](#)





Member Update Media Alert



New data on home care packages highlights need for action before Royal Commission concludes

Peak body Aged & Community Services Australia (ACSA) says the release of the latest data regarding home care packages highlights the urgent need to act before the Royal Commission concludes.

ACSA CEO, Patricia Sparrow has said, “This data is troubling but unsurprising. We’ve said the waiting lists were going to increase and they have. Without more packages this trend will continue.

“Being on a home care waitlist is not just an inconvenience. If people are waiting for the care they need, it can have a lasting impact on a person’s health. It can lead to increased pressure on already stretched hospitals or mean someone has to enter a residential care service.

“The new data highlights the urgent need for government action. The Royal Commission can’t be used as an excuse to delay – people need better support right now.

“While it’s encouraging to see more people with access to home care, the waitlist for people getting a package at their properly assessed level has also increased.

“Each individual story of waiting too long, and suffering as a result, should be enough to spur action. The report shows that there is now a waitlist of over 129,000 people, up by 1290 since the last report. This is clearly unacceptable.

“We need to bring down the wait time with more packages. We also need the entire community engaged in an honest conversation about how to address the challenges and opportunities posed by our ageing nation in the longer term.

“There is currently a mismatch between the needs and expectations of Australians and how much the sector is funded to deliver. The longer-term issues and challenges are the responsibility of everyone: providers, families and government.

“This new home care package summary has reminded us that there is an urgent need to act now on the provision of home care packages. We can’t wait for the Royal Commission,” said Ms Sparrow.

MEDIA CONTACT: ALIYA AHMAD 0428 684 307

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.



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ACSA Member Update | 25 June 2019

[View this email in your browser](#)



Member Update Media Alert



Indexation woefully inadequate and unsustainable: services will suffer

Peak body Aged & Community Services Australia (ACSA) says the indexation increase for home and residential aged care funding announced today will be inadequate and services for older Australians will suffer as a result.

“The situation facing aged care is very serious. The response from government is still woefully inadequate and services will suffer,” Patricia Sparrow, CEO of ACSA said.

“These increases simply aren’t enough. In aged care we have more providers operating at a loss than ever before, more complex health and care needs than ever before, unprecedented demand and rising costs.

“As a nation we need a better plan for our own ageing and for the ageing population so that everyone is treated with respect. Providers need to own up to failures when they occur, and improvements need to be made, but ultimately it is the responsibility of everyone to ensure we have a sustainable system that provides people with a high quality of care, dignity and respect.

“The minor gain of a 1.4% indexation increase in residential aged care is hardly a compensation for the fact that the 9.5% temporary funding increase is about to cease. This level of indexation increase for home care packages further erodes their value to clients and families.

“The Commonwealth Home Support Program (CHSP), the largest of the support programs, is the building block for keeping older people well and independent. But it is struggling with demand whilst also being expected to maintain services with annual indexation increases of just over a per cent. Providers are being squeezed at both ends.

“Wages in the award system have been boosted by a 3% annual increase which clearly displays the inadequacy of the 1.4% indexation to support our staff in aged care.

“These rates will widen the gap between the funding and services available and the costs needed to provide appropriate care for our ageing population.

“Currently, 45% of aged care facilities are operating at a loss and this figure rises to 67% for outer regional, rural and remote services.

“As we live longer, our healthcare needs are more complex. It’s clear that the costs are increasing faster than the amount of funding the sector has been allocated.

“The government has provided stop gap measures such as the short-term funding increase, but these temporary measures are about to cease. Providers will struggle but ultimately it is our clients and residents who will feel the pinch.

“Our ageing population can’t wait any longer. The Royal Commission can’t be used as an excuse to delay urgent actions that can be taken now,” said Ms Sparrow.

Media contact: Aliya Ahmad 0428 684 307

[Click here](#) to see all ACSA media releases online.

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Member Update Employee Relations

ACSA Employee Relations newsletter - June 2019

Dear Debra,

The ACSA Employee Relations (ER) team fields enquiries from providers all over the country as a service exclusive to members. This service is to assist you in tackling anything from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. We aim to keep members up to date with current practice, changes to the Australian employment relations framework and industrial tribunal decisions which may impact on the operations of your businesses.

This ER advice is included in your membership and is to assist you in strengthening your HR capacity in the context of aged and community care, and thus minimising the likelihood of any possible negative outcomes when it comes to managing people or complex issues.

In this issue:

- [Fast Facts: National Police Certificates](#)
- [Request for flexible working arrangements results in discrimination complaint](#)
- [2019 Annual Wage Review](#)
- [New Aged Care Quality Standards](#)

Fast Facts: National Police Certificates

Police check requirements are set out in Part 6 of the Accountability Principles 2014 made pursuant to the Aged Care Act (Cth)1997. All employees working for an Aged Care provider must hold a current National Police Certificate. Whilst a police check is only really valid at the point in time it is generated, it does assist in mitigating some risk at the provider level and helps to ensure older people are safely and properly cared for.

Despite providers carrying out or facilitating police checks on a daily basis, some factors around the checks and the process can seem unclear or confusing. This article aims to address these ambiguities and clear up any confusion during the police check process or other. [Continue reading...](#)

Request for flexible working arrangements results in discrimination complaint

An employee, Ms Curran, of not-for-profit charitable organisation “yourtown”, made a complaint that she was discriminated against when her employer declined her request for part-time hours. Ms Curran made the request in December which is the charity’s busiest month. She was advised by yourtown’s Industrial Relations Advisor, Mr O’Brien, that the organisation could not agree to her request rather, it would be reviewed following the busy period. [Continue reading...](#)

2019 Annual Wage Review

Following the Fair Work Commission’s decision on 30 May 2019 to increase the national minimum wage and modern award wages by 3%, members operating under the modern awards must ensure the 3% increase is applied in the first full pay period on or after 1 July 2019. [Continue reading...](#)

New Aged Care Quality Standards

The deadline for the implementation of the new Aged Care Quality Standards on 1 July is fast approaching. Members around the country have been active in assessing their current practices and systems and aligning them with the new standards. Training in the new standards continues to be rolled out and staff are being educated in the consumer centric model. [Continue reading...](#)

Contact Employee Relations Team

If you have any questions about anything in our newsletter or if you have any suggestions for future content, please contact:

P: 1300 877 855

E: employeerelations@acsa.asn.au

Regards,

ACSA Employee Relations Team



NATIONAL PARTNERS



INDUSTRY PARTNERS



August – Aged Care Industry Crisis Media Management by Good Talent Media

Date: 6 August 2019

Time: 12.30pm - 2.30pm

Location: ACSA Office Level 6, 5 Rider Boulevard, Rhodes NSW 2138

Cost: Free for members

ACSA is pleased to invite NSW & ACT members to attend a member-exclusive forum, "Aged care industry crisis media management", on Tuesday 6 August from 12.30pm – 2.30pm.

Organisations who manage crisis situations well are able to limit reputation damage, as well as influence and shape reporting through proactively communicating their story.

This free of charge forum, designed by Good Talent Media Training, will give CEOs and executives a framework and a staged process of how to proactively manage a crisis. Pat Sparrow, ACSA CEO, will also be in attendance.

Founder and Director of Good Talent Media, Tony Nicholls, will give members a crash course in the importance of creating a media crisis plan, how to prepare for interviews and how to get messages across with confidence, shaking off nerves and telling the story clearly. He will touch on how to define the key priorities and craft strong messages and go through a range of interview scenarios and how to respond.

Ali Evans, strategic Marketing and Digital expert, will be touching on the Digital aspect of the workshop. Ali will be discussing the latest Digital Trends for 2019, what businesses should be focused on, and will end the session with an interactive Q&A with the group to unlock some of their pressing questions in the space.

A light lunch will be provided and places are limited.

Register today to secure your place by emailing Kiki Edlund on kiki.edlund@acsa.asn.au.

25 July – 2019 ACSA Aged Care Awards (NSW/ACT)

Date: 25 July 2019

Time: 6:30pm - 10:00pm

Location: Doltone House- Hyde Park, 3/181 Elizabeth St, Sydney NSW 2000

Cost: \$140 Member or \$1,300 Member Table (10)

\$180 Non-Member or \$1,700 Non-Member Table (10)

The 2019 ACSA Aged Care Awards will celebrate the outstanding achievements and contributions made by organisations, teams and individuals in the aged care industry throughout the year. This year, there are seven award categories - with winners from each state and territory forming the list of nominees for ACSA's 2019 National Aged Care Awards, to be presented during the organisation's 32nd National Summit, being held in Melbourne from 8-10 October.

Please email events@acsa.asn.au or call (02) 8754 0400 for group bookings.

Aboriginal Affairs Roles Currently Advertised Externally

See below, links to Aboriginal Affairs Clerk 7/8 Project Officer and Clerk 9/10 Senior Project Officer roles currently advertised externally. Those advertised include both identified and non-identified roles.

1. Project Officer LDM Operations (Identified) Clerk 7/8
<https://iworkfor.nsw.gov.au/job/project-officer-ldm-operations-identified-aboriginal-affairs-clerk-grade-7-8-215604-160579>
2. Project Officer, Clerk 7/8 <https://iworkfor.nsw.gov.au/job/project-officer-aboriginal-affairs-clerk-grade-7-8-178552-160559>
3. Senior Project Officer, Clerk 9/10 <https://iworkfor.nsw.gov.au/job/senior-project-officer-aboriginal-affairs-clerk-grade-9-10-178547-160548>
4. Senior Project Officer – Clerk 9/10 <https://iworkfor.nsw.gov.au/job/senior-project-officer-aboriginal-affairs-clerk-grade-9-10-178550-160577>
5. Senior Project Officer (Identified) Clerk 9/10 <https://iworkfor.nsw.gov.au/job/senior-project-officer-identified-aboriginal-affairs-clerk-grade-9-10-213991-160578>

The location on some of the roles is flexible, and is to be negotiated with the successful applicant.

Talent pools may be created through these recruitment activities.

Please contact the hiring manager (specified in the job ads), should you wish to discuss a role or require any additional information.

Shar Goodwin | Acting Senior Project Officer | Aboriginal Affairs

Suit 1, Level 2 43 Gordon Street, COFFS HARBOUR NSW 2450 | ☎ 02 5646 5109 | 📠 0475 961 279 | ✉ shar.goodwin@aboriginalaffairs.nsw.gov.au



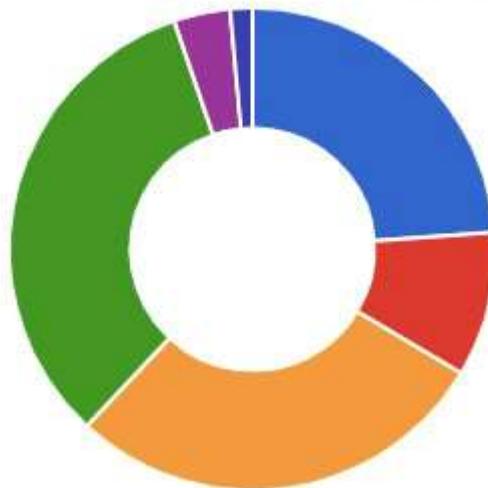
Gumbaynggirr

Ngiyaala junga-ngarraanga Girrwaanbi-biin gungangulam wajaarrgundi gilinggal-wanggaan-wiil
We respect Aboriginal peoples as the first peoples and custodians of NSW



Poll Results: What should we call the NFP Sector?

■ For Purpose Sector ■ Charity Sector ■ Social Good/Impact Sector
■ NFP/Nonprofit Sector ■ Third Sector ■ No Response



A big thank you to the hundreds of charities who voted in our recent poll, where we asked: "what should we call the NFP Sector?" The results were interesting and perhaps show an appetite for change relating to what we call the sector.

Winning the poll was **NFP/Nonprofit Sector with 33% of the vote**, closely followed by **Social Good/Impact Sector with 29%** and **For Purpose with 24%**.

NFP/ Nonprofit Sector - 33%
Social Good/Impact Sector - 29%
For Purpose Sector - 24%
Charity Sector - 10%

Third Sector - 4%

Thanks again to everyone who took part.

Donations to Australian Charities fall by 6%



Learn how to "future-proof" your organisation - Final NFP State of the Nation Seminars

Alarmingly, donations to Australian Charities dropped by 6% or \$600m last year. This coupled with 50 new charities setting up each week has led to an ever-increasingly competitive NFP Sector where charities are vying for every dollar.

If you want to learn how to "future-proof" your organisation, join over 600 Charities who have already attended the **Australian Charity Guide National NFP Seminar Roadshow**. The Seminar provides Charities with over 100 practical tips on how to thrive in an increasingly competitive sector. We invite you to come learn about the latest:

- NFP Sector research
- Global and domestic trends in the NFP Sector
- Opportunities presenting themselves to charities to diversify their income streams

- Challenges facing charities and how to adapt, be sustainable and thrive in an increasingly-competitive sector
- Technology available to charities to enhance their missions
- Tips on where to receive funding and grants
- Digital Tools to promote their missions
- **and** network with fellow NFP Professionals

98% of attendees stated they would recommend the seminar to a colleague.

Don't miss out on a jam-packed day of practical tips on how to improve your Charity's Marketing, Fundraising, Governance and Stewardship. **REGISTER TODAY.**

WHERE AND WHEN

Melbourne - Friday 28th June at Karstens, Melbourne CBD
Perth - Friday 5th July at RMHC, Nedlands
Adelaide - Friday 26th July at Guide Dogs SA, Adelaide CBD
Sydney - Friday 9th August at Beaumont People, Sydney CBD
Brisbane - Friday 30th August at QIMR, Herston

FOR MORE INFORMATION, click [HERE](#)

REGISTER NOW

Australian Charities Report



Australian
Charities and
Not-for-profits
Commission

The latest **Australian Charities Report** is the fifth annual analysis of the information the ACNC (Australian Charities and Not-for-profits Commission) receive from charities in their Annual Information Statements.

Key findings include:

- Total NFP Sector revenue is \$146.1 billion
- Government grants as a revenue source increased by \$7 billion
- Donations and bequests as a revenue source totalled \$9.9 billion, a drop of \$600m (6%) from the previous year
- 3.3 million volunteers across Australia's charities
- Most registered charities (36%) are 'extra small', a subset of small
- 30% of charities reported their main activity was religious activities
- 4,567 charities operate overseas, the most common overseas operating locations include India, Philippines, Papua New Guinea, Indonesia and NZ

[Download Now](#)



Are we too attached to our precious metals?



As a sponsorship broker, Abby Clemence's work takes her far and wide as she seeks to build transformational partnerships between the For-Purpose and For-Profit sectors in ways that can measurably change our world for the better.

For a long while now, Abby Clemence has been advocating for the end of sponsorship levels that offer a company the opportunity to become a gold, silver or bronze sponsor of your event, program or organisation.

They were a creative, innovative concept more than a decade ago, but these precious metals have been 'done to death', and there has to be a better way to engage sponsors. Build a relationship first, Abby says. Get to know a potential sponsor and invite their input into the process. This approach will yield the best results.

[READ MORE](#)

Don't forget Abby from Infinity Sponsorship's national corporate partnerships workshops tour in every capital city throughout August! Join for the one-day workshop or stay for both and enjoy the masterclass makeover experience! It promises to be jam-packed with the latest research, best practice advice and inspiration to kick start your partnerships program.

[LEARN MORE](#)

Remember, if you book any courses or training with **Infinity Sponsorship**, you get a 10% discount if you use our coupon code and don't forget the Early Bird Offer closes on the 30th June!

COUPON CODE: **AustralianCharityGuide**

[**FIND OUT MORE**](#)

Charity of the Week - ShelterBox



Right now, around 85 million people around the world have been made homeless by natural disaster and conflict. ShelterBox Australia is working to change this.

By providing emergency shelter and tools for families robbed of their homes by disaster, ShelterBox are transforming despair into hope.

ShelterBox are impatient to see a world where no family is left without shelter. Are you?

To learn more, please visit www.shelterboxaustralia.org.au

[LEARN MORE](#)

Latest NFP Sector News

latest news

- Four top Australian charities form joint NFP fundraising entity - read more [HERE](#)
- The Definitive Guide To Instagram Marketing For Charities & NFP's - read more [HERE](#)
- Collective giving in work trial to shake up corporate philanthropy - read more [HERE](#)
- Fundraising platform adds WhatsApp functionality - read more [HERE](#)

Australian Charity Guide 39 Yancannia Terrace.
Glenwood NSW, Australia

Check out our website_ [→](#)

[View the online version](#)

[Download PDF](#)

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EWONews

41

A message from the Ombudsman

EWON turned 21 this month! As we prepared to celebrate this very significant milestone, I looked back at all we have achieved.

The Energy Industry Ombudsman NSW (EION) was officially launched by the [then] Minister for Energy, the Hon Bob Debus, on 9 June 1998. That financial year EWON's five staff handled 180 complaints from seven members.

When Sydney Water joined the scheme in 1999, EION became EWON. Today, we have 90 staff and will receive around 26,500 complaints this financial year. Our current membership of 78 is expected to reach 350 over the next two years, owing to the expansion of EWON's jurisdiction to include exempt entities operating embedded energy networks.

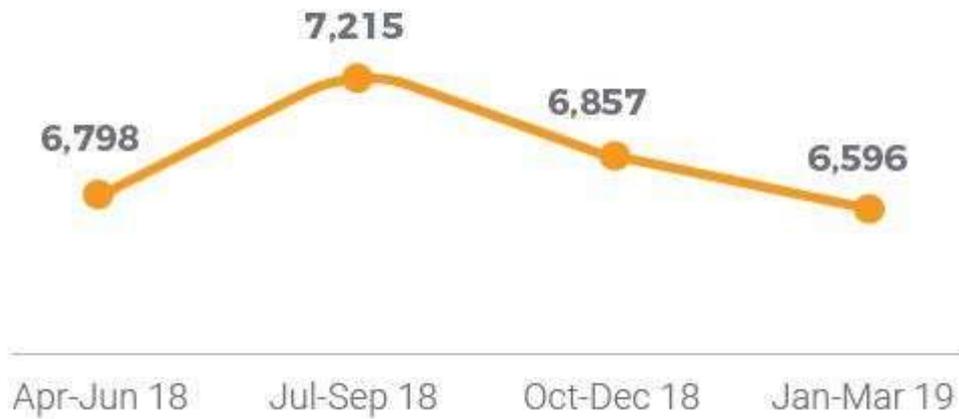
Our 2018/2019 Annual Report to be released in October will celebrate EWON's key achievements over 21 years in detail. Keep an eye out for it.



[Read more](#)

Complaint update

Complaints by quarter



Key issues

BILLING	3,773
CUSTOMER SERVICE	2,458
CREDIT	1,309
DIGITAL METER EXCHANGE	660
TRANSFER	595
MARKETING	104

There may be more than 1 issue per complaint.

[See more statistics](#)

Aboriginal and Torres Strait Islander cultural protocols

EWON developed cultural protocols to give our staff an understanding and appreciation of the Aboriginal and Torres Strait Islander culture and how to interact and work with people in communities in a respectful and effective way.

Cultural protocols are customs, lores, values and codes of behaviour that are important to a cultural group. Observing these protocols demonstrates respect for the cultural traditions, history and diversity of that community. It also acknowledges that the protocols of this community are equally valid as those of other communities

Cultural protocols include:

- information about Aboriginal identity including significant dates, events and ceremonies
- the importance of community, elders and traditional owners and custodians
- culturally appropriate language and how to refer to Aboriginal and Torres Strait Islander people



- communicating with Aboriginal and Torres Strait Islander people, including building rapport and trust, listening, avoiding direct questions, language, sorry business, tips for communicating over the phone and face-to-face.

We value cultural diversity and are committed to working with Aboriginal and Torres Strait Islander communities in NSW through our extensive community outreach program and by providing culturally sensitive assistance over the phone.

[Find out more here](#)

Watch this space!

In May 2019, EWON staff teamed up with comedian Sean Choolburra for a photoshoot and to record community service announcements for radio. As Sean is such a well-known and respected member of the community, his involvement in EWON's communications and engagement work will be a great way to increase awareness and trust of our service.



The campaign will be launched in the coming months – watch this space!

Customers of embedded networks can contact EWON for assistance

It's important that customers living in embedded networks know that they have many of the same rights as customers of traditional networks and authorised retailers do.

Embedded network operators must ensure that there are clear procedures in place for customers to make a complaint. All embedded network operators and exempt

sellers that service residential customers in NSW must be members of EWON. This means residents living in embedded networks can contact us about any issue they have with the services provided and we can assist them in the same way we do other customers.

As well as having access to dispute resolution services, the embedded network needs to be safe for customers to use, the fees/charges for network services must be priced according to a guideline published by the Australian Energy Regulator and the electricity meters must comply with specific standards depending on when the embedded network was established.

Not sure if you're an embedded network customer?

Embedded networks are private electricity networks which supply multiple homes or businesses in a specific area. Examples of embedded networks include residential complexes, retirement villages, residential parks, shopping centres and office buildings.

Embedded networks are connected to the National Energy Market at a single point, usually called the 'parent connection point'. An embedded network operator, owner or manager purchases electricity or gas to supply in the network from an authorised energy retailer.

Companies that on-sell this electricity to customers in embedded networks are called exempt sellers. This is because they are exempt from the normal requirement to have an authorisation from the Australian Energy Regulator to sell electricity or gas. Embedded network customers buy energy that is supplied to their individual home or business from the exempt seller. This is metered at a point usually called a 'child connection point'.

Default Market Offer commencing 1 July

The Australian Energy Regulator set an annual price based on the average level of electricity consumption for each distribution region, called the Default Market Offer (DMO).

From 1 July 2019, electricity retailers must not set their standing offer prices any higher than the DMO. Electricity retailers must also clearly communicate and advertise the difference between their market offers and the DMO. This will ensure customers get clear information about the relative value of an electricity offer.

FAQs

Q: I have a standing offer on a flat tariff, will this affect me?

A: It is likely your bill will decrease but how much you save will vary depending on which retailer you are with. The price change will come into effect 1 July 2019 and customers will be notified by their retailer of the change resulting from the introduction of the DMO.

Q: What if I am on a standing offer that is currently below the DMO?

A: There will be no change to your bill.

Q: What if I am on a market offer?

A: The DMO will not affect you.

Q: What if I have a time of use tariff?

A: The DMO does not apply to time of use tariffs.

Q: Will this affect me if I have solar?

A: No, the DMO does not apply to solar customers.

Q: I own a small business – will the DMO apply to me?

A: Yes, the DMO will apply to small business customers on a standing offer with a flat rate tariff.

If you're not sure if you are on the best contract, visit energymadeeasy.gov.au or the NSW Government's switching service, available at any Service NSW centre or at energyswitch.service.nsw.gov.au to seek the best market offer available for you.

See aer.gov.au/news-release/aer-issues-default-market-offer-decision for more information.

Energy Switch now covers gas

Energy Switch is a new website developed by the NSW Government through Service NSW. Energy Switch was originally developed as an electricity only price comparator website, however, it now covers gas as well.

Energy Switch uses the same retailer information as Energy Made Easy to compare offers, however, it can also kick start the switching process. If a customer indicates

they are interested in progressing with an offer, the retailer will receive the customer's contact information and will follow up with them directly.

Visit energyswitch.service.nsw.gov.au to get started

Record numbers at our Woy Woy Bring Your Bills Day

Over 200 residents from the Woy Woy area on the NSW Central Coast visited the Coast Community Connections centre on Thursday 11 April 2019 to attend EWON's biggest ever Bring Your Bills Day.

Over 100 people received help with energy issues, either from EWON or from one of the four energy retailers there on the day. Many people queued to speak to their retailer hoping to be offered an affordable payment plan or receive other assistance, such as having rebates applied to their account or receive Energy Account Payment Assistance.

We were joined by 20 other services, including Revenue NSW, the Office of Environment and Heritage, the Australian Financial Complaints Authority, Service NSW, the Salvation Army, St Vincent de Paul and the Department of Human Services. Residents received help with issues ranging from tenancy, financial and legal issues to outstanding fines, cancelled licences and much more.

EWON's outreach team has spent some time with the Central Coast community and that has obviously paid off. But we also have Coast Community Connections to thank for the success of the Bring Your Bills Day. Its help with planning the event was outstanding – from the lovely scones donated by the Woy Woy Country Women's Association and Salvo's catering, to the 'giving area' and the space for children to play, and most importantly a clothing and goods market with one special feature – no check out!

EWON now runs monthly 'Bring Your Bills' sessions in Woy Woy. Residents can book appointments to receive one-on-one support from our Investigations Officer, close to home in a place they feel comfortable. For more information about these sessions and to look for a Bring Your Bills Day near you, visit

ewon.com.au/events.



Upcoming events

Miranda - Hub Expo

Tuesday 9 July

[Find out more](#)

Fairfield - Local Court Open Day

Wednesday 31 July

[Find out more](#)

Liverpool - Local Court Open Day

Wednesday 1 August

[Find out more](#)

Hunter Homeless Connect (Newcastle)

Wednesday 7 August

[Find out more](#)

Subscribe to our newsletter

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ewon.com.au

news@ewon.com.au

[1800 246 545](tel:1800246545)



Applications to the 2020 NSW Seniors Festival Grants Program are now open and close at 2pm on Friday 9 August 2019.

The Grants Program provides \$200,000 in seed-funding to not-for-profit organisations to run local NSW Seniors Festival events and activities. The program encourages people over 60 to remain active, healthy, engaged and contributing to their local communities.

Visit the [NSW Seniors Festival website](#) to find out more about the program.

Funding categories

Three funding categories are available to distribute \$200,000 across the state:

- Category 1: Up to \$1,000 for small-scale local community events and activities.
- Category 2: \$1,001 – \$5,000 for larger local community events and activities.
- Category 3: \$5,001 - \$10,000 for large scale community and regional events and activities.

Who can apply?

Category 1 and 2 grants are open to all not-for-profit and charitable organisations, public companies limited by guarantee and local government authorities based in NSW.

Category 3 funding is available to local government organisations only.

How to apply

[Applications must be submitted online via the SmartyGrants.](#)

In 2020 the Festival will run from Wednesday 12 February to Sunday 23 February.

Contact

For more information about the Grants Program, please email NSWSeniorsFestival@facs.nsw.gov.au.