



NESST (New England Sector Support Team) Newsflash

Dear All,

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

- Aged and Community Services
 - ACSA Training & Professional Development
 - ACSA Weekly
 - ACSA Member Update
- NCOSS Publications
 - NCOSS Budget Breakfast
 - NCOSS eNews
- Community Care Review
- Communities Struggling with Drought
- Community Resilience Innovation Program
- Trauma Workshop
- The Department of Health – Webinar Aged Care Quality Reform
- Diversity Expo Flyer
- SVdP LAC Programme
- CHSP Update for Service Providers
- Armidale Family Support Services – Newsletter

New England **Sector Support Team**



Phone: 02 6772 3590

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:

- 4 June: Home Care Pricing Schedule - [click here to register](#)
- 5 June: Train the Trainer: Applying the New Quality Standards - [click here to register](#)
- 11 June: Webinar: Dignity of Risk - [click here to register](#)
- 19 June: Open Disclosure - [click here to register](#)
- 25 June: Psychotropic medications and restrictive practice - coming soon
- Open Disclosure & Effective Complaints Management - coming soon

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: AICD member price of \$89 when no member ID added
Redemption expiry: 19 June 2019
PROMO Code: AGEDGOV (ACSA members require this to access AICD member prices)

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



NATIONAL PARTNERS



INDUSTRY PARTNERS





ACSA welcomes new Minister for Aged Care

This week we learned that Richard Colbeck will be the next Minister for Aged Care. As is customary when a new Government is sworn in, ACSA has written to Mr Colbeck to congratulate him on his appointment to one of the most important jobs in the country.

Minister Colbeck assumes the responsibilities of the aged care portfolio with significant parliamentary experience to draw on, having been appointed as a senator 17 years ago and serving in various Ministerial and shadow Ministerial roles since.

Now, as the Minister for Aged Care, he is responsible for the support and care of approximately 1.3 million older Australians who need support to stay living in their own home or who move into a residential care facility.

We have urged the new Minister to recognise those areas of urgent need in our sector. We will shortly deliver an incoming government brief to put forward our case for urgent action on the five priority areas ACSA has identified as areas of need for our members and those they care for. In addition, ACSA has outlined that while we support the new standards and additional regulation that improves transparency and quality of care for the people we serve there are some very real implementation issues that need to be taken into account through the implementation phase of those commencing 1/7/2019. In addition, we have outlined medium and longer term priorities for action to ensure access and support and that

our services are sustainable and able to deliver the care individuals and the community expects.

We will meet with the new Minister as soon as possible and put our members views and experiences to him.

This week, ACSA Chairperson, Sara Blunt, and I presented at the ACSA and COTA “Governance in Aged Care” conference in Sydney. With the upcoming changes to quality standards, governance is a critical area for so many aged care leaders. Members can assist their own preparations for the July 1 introduction of the National Quality Standards with ACSA’s webinar resources covering topics such as governance, dignity of risk, open disclosure, and the new home care pricing schedule. For information on upcoming sessions, see [here](#).

Regards,



Pat Sparrow, CEO

New Minister for Aged Care Sworn In – Who is Richard Colbeck?

A new Government was assembled in Canberra this week with the swearing-in of the Morrison Ministry.

Among the changes was the appointment of Tasmanian Senator Richard Colbeck as the new Minister for Senior Australians and Aged Care and the departure of Ken Wyatt to a new portfolio.

Minister Colbeck assumes the responsibilities of the aged care portfolio with significant parliamentary experience to draw on. [Click to read more](#).



National Minimum Wage Increase

The Fair Work Commission's (Commission) Expert Panel for annual wage reviews (Panel) has this morning handed down its decision regarding the 2018-2019 minimum wage increase. Over the last few months, submissions have been made to the Panel by various parties including employers, employer associations, government departments, community organisations and the unions.

Justice Iain Ross, President of the Commission, announced that the minimum wage increase effective from 1 July 2019 will be 3%. In addition, this increase will be afforded to modern award pay rates from 1 July. For those members utilising the modern awards, the Fair Work Ombudsman will publish new pay rates in the coming weeks. The ACSA Employee Relations team will provide links to the pay rates once they become available. For those members who employ staff under enterprise agreements, you will need to ensure that your agreement rates do not fall behind those rates of comparable classifications in the modern awards.

Should you have any questions regarding today's decision or how it will affect your organisation, please do not hesitate to contact ACSA's Employee Relations Manager Anna-Maria Wade by email, annamaria.wade@acsa.asn.au or on 0410 274 872.

For a summary of the decision, please click [here](#). For the full decision, please click [here](#).

ACSA welcomes retirement incomes system review as a chance to consider future aged care funding

ACSA welcomes the Morrison Government's decision to take up the Productivity Commission's recommendation (from its January report) that there be a comprehensive review of the retirement incomes system. [Click here to read more.](#)

Workforce planning for the future



With the demand for aged care services set to increase substantially over the next 40 years, appropriate planning for a well-supported and qualified aged care workforce is vital.

ACSA's *Workforce & Industry Development Unit (W & ID)* is tackling the

future workforce challenge with a range of initiatives dedicated to support service providers in their workforce planning and ultimately boost the number of young people entering the Aged services sector. [Click to read more.](#)

2019

ACSA

National

Summit



The theme for this years' ACSA National Summit is PURPOSE | PEOPLE | PERFORMANCE

With the pace of industry reforms, and the Royal Commission into Aged Care Quality and Safety well underway, NOW is the time to reflect on our core values and reaffirm our PURPOSE.

Join us, along with Keynote Speaker Tim Costello and others at the ACSA 32nd National Summit to review, refocus, energise and share. [Register now](#)

Integrated Carer Support Service (ICSS)

When the new ICSS online services start from 1 July, carers are encouraged to access these services through the [Carer Gateway website](#). However, you can continue to access **existing services**, including counselling, information and advice, and emergency respite through your usual service providers until the new Carer Gateway service providers commence in late September 2019.

Current services are funded until 30 November 2019, so there will be time to move from current service providers to new Carer Gateway service providers without causing a gap in service provision.

[Click to read more](#) about the Integrated Carer Support Service and the planned roll out of the Carer Gateway.

Advisory

Groups

Update

ACSA, with input from members, continues to advocate across a range of important sector reform issues.

- Clinical Governance Framework
- Open Disclosure
- Quality Indicators
- Aged Care Quality and Safety Commission Consultative forum
- RUCS Submission

[Click here to read more.](#)

Influenza season is upon us

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

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

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

Welcome to new ACSA members

We would like to give a warm welcome to the following organisations that have recently joined ACSA:

- [IBIS Care Holdings](#)
- [Myrtle Cottage Group](#)



Important information - EOFY superannuation contribution deadline

**Sponsored

Content**

We know that the end of financial year can be a busy time. To help ensure your SG contributions are received and paid into the correct financial year, member contributions to First State Super need to be submitted no later than Friday, 21 June 2019.

Failing to meet this deadline can impact members concessional and non-concessional contribution caps for the financial year. Contributions can take between 3 and 5 business days to be processed, however processing delays may occur if data supplied has errors. Payments received into the fund's bank after the deadline will be treated as being received in the 2019/20 financial year, affecting members concessional and non-concessional caps for that financial year.

Please contact the First State Super Employer Relations Team on (02) 4298 6013 or employers@firststatesuper.com.au if you have any questions regarding end of financial year

contributions.

Deadlines will vary for each fund. Contact your fund to ensure contributions are received and processed in the correct financial year.

CareFactor Innovation Bootcamp for entrepreneurs

ACSA Industry Partner, Bentleys, is running intensive, half-day workshops providing practical innovation training for start-ups and entrepreneurs, as well as entrepreneurs in existing aged care organisations. CareFactor Bootcamp is a precursor to the upcoming 12-Week Incubator Program and 12-Month Regional Extension Program. Bootcamps will be operating in five locations around Australia during June 2019.

The CareFactor Bootcamp course content will cover:

- Creating and validating a business model and value proposition.
- Accessing commercialisation networks and resources.
- How to scale from idea to prototype.
- How to find grant funding and investment opportunities.
- Tips and tricks for pitching to internal and external investors.

[Click here to find out more.](#)



**ACSA's
State/Territory News**

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

Media Releases

26 May: [ACSA congratulates new Minister for Aged Care and Senior Australians](#)

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

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

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

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

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

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

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

Other Events

Strengthening the Aged Care Workforce conference - Sydney, 4-5 June



The **2019 Strengthening the Aged Care Workforce** conference will provide practical strategies and ideas for improving the aged care workforce and guiding employees through

the Royal Commission. Hear about innovative, award winning practices and contemporary solutions to become an employer of choice and a provider that is leading the way in care practices. Click here to [find out more](#).

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

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



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

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

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

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

Early Bird registration ends on 31 May 2019

Biennial
Global Ageing
Conference

Transforming aging together.

*This is
Long Term Care
2019*

SEPTEMBER 17-19
Beanfield Centre
Toronto, Ontario
CANADA

ONTARIO
LONG TERM CARE
ASSOCIATION

THE GLOBAL
AGEING
NETWORK

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

Missed an ACSA Weekly?
CATCH UP HERE

ACSA Member Update

New Quality Standards and 1 July

A message from ACSA Chair, Sara Blunt

Dear Debra,



Right now we are in the midst of massive system shift and the most critical on my list as a CEO in aged care is ensuring we meet the new standards of the new Single Quality Framework rocketing towards us with 1 July now just a month away.

Like you, at Kalyra Communities, we have been working hard on governance, consumer engagement and culture.

I am heartened by the work ACSA is doing to support us all in this significant period of change.

ACSA has been supporting, engaging and receiving feedback from members and are in an ongoing conversation with the Commissioner on our issues and concerns as providers.

As we heard at the Aged Care Governance Conference last week, while there is great care happening there are still some providers who have not realised the expectations have been raised. I doubt these examples are ACSA members as our membership is well informed, which is why we are members!

As providers we are also aware that the current auditing climate is tough and many of us have found difficulty in meeting the expectations sometimes resulting in compliance issues. In SA we have had the highest rate of compliance issues we have seen in a very long time.

We also have some awful stories coming from the Royal Commission.

ACSA is therefore very conscious of the environment we currently find ourselves in and the importance of conveying to the public our genuine intent around the quality and safety of the services we provide older Australians.

ACSA is reaffirming the commitment of its members to work collaboratively with government, regulators, consumers and other stakeholders to ensure the effective implementation of the new quality standards in a manner that provides confidence. We will also point to the need for our member organisations to continue to deliver services and care for older people, their families, carers and communities whilst they implement and adapt to these significant changes.

ACSA has raised issues around resourcing, timing of support materials, and poor feedback on the Commission's training. ACSA is seeking further feedback on the Commission's recent training and also any questions members have raised that remain unanswered so we can follow these up. Please send feedback and questions to Carole Bain, ACSA Quality Project Coordinator on Carole.Bain@acsa.asn.au.

It is worth reflecting on the Commission's presentations from the round of ACSA Symposiums in April paraphrasing from two key slides dealing with the following ([click here](#) to download).

Your progress (new Standards) – slide 17

Completed – Reviewed the new standards, guidance material and other transition resources to ensure your obligations are understood. Considered the organisation's governance systems, policies and practices in the context of the new Standards.

Well advanced or completed – Undertake a self-assessment against the new Standards. Support staff to understand the new requirements.

Underway – Update your plan where gaps or opportunities are identified. Support consumers and their families, carers and representatives to understand the changes.

The Commission is accountable – slide 18

As a best practice regulator, is committed to being objective, consistent and proportionate Reviewing their quality assessment and compliance monitoring methodology – the revised Assessment Methodology is expected to be finalised and an overview on their website in

the next few weeks

It is in everyone's interests (the sector, consumers, the regulator and the community) that the transition is as smooth as possible, and that common sense prevails as we all adapt and change. We are and will continue to remind all stakeholders of the need to tackle this change in a mature and calm manner and provide a level of confidence to the community that we are genuinely getting on with this important job.

ACSA will continue to develop its support and services in the quality space and we are always looking to develop further initiatives. Members can assist their own preparations for the July 1 introduction of the National Quality Standards with ACSA's webinar resources covering topics such as governance, dignity of risk, open disclosure, and the new home care pricing schedule. For information on upcoming sessions, see [here](#).

It is critical you give feedback so our team can keep focussed on members pain points so please contribute by contacting Carole Bain, ACSA Quality Project Coordinator on Carole.Bain@acsa.asn.au, your State Manager or an Executive Director.

Regards,

A handwritten signature in blue ink, appearing to read 'S Blunt', followed by a period.

Sara Blunt, ACSA Chair



NCOSS Budget Breakfast 2019-2020 Thursday 27 June - Save the Date!

Join us for the annual [NCOSS Budget Breakfast](#) on **Thursday 27 June!**

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

We are excited to announce that The Hon. Gareth Ward MP will be speaking at the Budget Breakfast. We are also joined by respected Sydney Morning Herald Senior Journalist and Columnist, Jacqueline Maley, as the event moderator!

This is a valuable opportunity to engage with the Minister for Families, Communities and Disability Services, the social services sector and more, to discuss the implications of the Budget for the community sector and to invite questions from the floor.

Stay tuned for more announcements!

[Register now!](#)

A light breakfast and refreshments will be provided.

Please advise [NCOSS](#) of any dietary or accessibility requirements before Monday 24 June.



Powered by 



Dear All,

The elections are over and our work continues to ensure that people in poverty remain on the agenda. Thanks to all of you that have participated in the NCOSS strategic planning process so far. There will be updates on how you can contribute to this work in future editions of enews. The themes that are emerging highlight the need to expand our reach and more systematically listen to and capture the voices of people affected by poverty and disadvantage.

With this in mind, two NCOSS staff spent a productive two days last week engaging with financial counsellors from around Australia at the Financial Counselling Australia conference. Financial counsellors are at the coal face, experiencing firsthand how people on low incomes are impacted by rising costs of living. Drawing on their insights and expertise and that of other NCOSS members will be critical to ensure informed advocacy and policy input.

Our next FONGA meeting on Friday 7 June, in Blacktown will be an opportunity to hear about important developments impacting on the sector and the people we support, including cost of living initiatives from Service NSW. Also below you can read about our 2019 [Budget Breakfast](#) to be held on **Thursday 27 June** to be held in the Strangers Dining Room at Parliament House. It will be a great opportunity to hear from the newly re-elected NSW Government - and our new Minister for Families, Communities and Disability Services, the Hon Gareth Ward, MP - on its priorities, as well as from the opposition and sector representatives.

As I write this it is National Reconciliation Week. The theme this year is 'Grounded in Truth: Walk together with Courage'. Further information on NRW is included in this edition.

Be Well

- Joanna Quilty, NCOSS CEO

NCOSS Budget Breakfast – Save the Date 27 June



Join us for the annual [NCOSS post-Budget Breakfast](#) on **Thursday 27 June!** Moderated by respected senior journalist and columnist with the Sydney Morning Herald, Jacqueline Maley, speakers will include The Hon. Gareth Ward MP and more! This is an exciting opportunity for Government, the social service sector and others to come together and discuss the implications of the Budget for those in the community who are doing it tough. Stay tuned for further program announcements! [Register here.](#)

Shape the future of disability policy for 2020 and beyond – Have your say



Governments across Australia are inviting the community to take part in national consultation to shape the future of Australia's national disability strategy. At the end of 2020 the Strategy will end and Governments across Australia are working together to develop a new strategy for beyond 2020. Anyone who would like to have their say on the future of disability policy and a new strategy can complete a national survey by visiting www.engage.dss.gov.au.

Upcoming Training Opportunities in Greater Western Sydney



Don't miss the opportunity for peer to peer learning training sessions in Greater Western Sydney! We are bringing two workshops, [Governing a Community Organisation](#) and [Volunteer Management and the Law](#), to Greater Western Sydney on Friday 14 June. You must register by the 7 June. Visit the [NCOSS website](#) for more information.

National Reconciliation Week – How you can get involved



National Reconciliation Week (NRW) is a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia. The dates for NRW remain the same each year; 27 May to 3 June. Read more about how you can get involved in Reconciliation Week [HERE](#).

Misogyny and the Media: A Roundtable Discussion



This is a free roundtable event, hosted by the University of Technology Sydney to discuss misogyny in the media and specifically, journalist and academic Jenna Price's recent report, '*Women for Media: You Can't Be What You Can't See*', supported by the Trawalla Foundation. Join [ACOSS](#), Jenna Price and more, for a lively discussion on women in the Australian media. More information [HERE](#).

Upcoming NCOSS Professional Development Events

- [NCOSS Budget Breakfast 2019-2020 \(Sydney\)](#) - 27 June 2019
- [NCOSS and NSW Legislative Council Parliamentary Inquiries Workshop \(Sydney\)](#) - 12 June 2019
- [Governing a Community Organisation \(Western Sydney\)](#) - 14 June 2019
- [Volunteer Management and the Law \(Western Sydney\)](#) - 14 June 2019

[Subscribe to NCOSS Training and Events Mailing List](#)



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](#)

Coalition's election means \$275,000 for Volunteering Australia



Volunteering Australia has been quick to congratulate the LNP on their election win - and remind the victors of their funding commitments.

[Read More](#)

Disability advocates say the electoral process is flawed



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

[Read More](#)

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

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](#)

Ask Izzy webinar and workshops: Taking Control Online

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



[Read More](#)

Workplace Mental Health Symposium - 2nd and 3rd of September 2019 - Brisbane



The Workplace Mental Health Symposium is committed to helping you achieve the best possible outcome for your workers. To further our commitment, we will provide you with access to all of the symposium resources, research papers, presentations and highly valuable audio recordings.

[Read More](#)

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

ITC NCOSS Jobs Board – Welcome to the latest NCOSS Intensive Therapeutic Care Jobs update, a gateway to employment opportunities in the NSW Human Services and Community Sector. [Subscribe now!](#)

Leading people who are different to you – Join hosts [Fiona Van Graan](#) and [Hiam Sakakini](#) for a rich and practical discussion on leadership, Tuesday 11 June. More information [HERE](#).

Justice Connect Webinar Series: Register now for webinar [We're All in this Together – Employees Volunteers and the Law](#) – Tuesday 18 June.

[NSW Legislative Council Workshop on Parliamentary Inquiries](#) – Do you want us to come to you? We're taking this popular, FREE workshop on the road. If you want us to visit your town contact rocellita@ncoss.org.au to register your interest!

ACOSS Raise the Rate Parramatta Community Forum 15 June: Come along to learn about the Raise The Rate campaign to lift Newstart and Youth Allowance, and how to get involved. More information [HERE](#).

NCOSS recently made a submission to the NSW Independent Commission Against Corruption (ICAC) investigation into the [regulation of lobbying access and influence in NSW](#). Read the report [HERE](#).

[View all Sector Specific Resources](#)

[Subscribe to Resources e-News](#)

[View all Training & Workshops](#)

[View all Training & Workshops Calendars](#)

[View all Conferences & Seminars](#)

[Subscribe to communityNet e-News for new Resources & Events](#)



[communityNet](#) | [Subscribe](#) | [Unsubscribe](#) | [Contact](#)

Share this email: [Forward to a friend](#) | [Share on Facebook](#) | [Share on Twitter](#) | [Share on LinkedIn](#)

NCOSS partners with Leep to produce this e-newsletter and related blog/s to distribute community sector news. Newsletter content and the links between this newsletter and any linked websites should not be construed as an endorsement, approval or recommendation by NCOSS of the owners or operators of those linked websites, or of any information, content, graphics, materials, products or services referred to or contained on those linked websites. [Read full disclaimer](#)

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

Having trouble reading this email, [click here](#) | [Send this email to a friend](#)





Latest News



[Keeping up with the Royal Commission is good governance](#)

Aged care executives need to keep abreast of the Royal Commission as a matter of good governance, a conference has heard.



[NDIS minister gets cabinet position, aged care misses out](#)

Prime Minister Scott Morrison has put the NDIS at the top of his list for improving government services as he announced a new minister to oversee the fraud-plagued disability scheme.



[Australia ahead on dementia as rest of world lags](#)

The peak international body of dementia associations has listed Australia among a relatively small group of nations to have developed a national dementia framework.



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

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

[Read more](#)

Sponsored



[Report provides snapshot of disability services](#)

A new report by the AIHW provides a comprehensive overview of service provision under the National Disability Agreement.

MEAL DELIVERY SERVICE
 Home Care Package Meal Provider
 NDIS Registered

TENDER LOVING CUISINE
 EST. 1988
 You'll love the homemade taste

With over 65 homestyle meals to choose from
 PH: 1800 801 200 ♥ www.tlc.org.au

Outstanding Achievement in Home Care
 BEST IN NSW

Events

Presented by Australian Ageing Agency Advertisers



[Meaningful Ageing Workshops](#)

Feb 26 – May 31 all-day



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

May 16 – Jun 6 all-day

Getting your model right!

Governance in Aged Care
 National Conference
 29 - 30 May 2019, Sydney

COTA ACSA criterion

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

May 29 – May 30 all-day

ADVISORY BOARD:
 COTA ACSA
 For older Australians Aged & Community Services Australia

Strengthening the Aged Care Workforce
 National Conference
 June 2019 - Sydney

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

Jun 4 – Jun 5 all-day

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



[World Elder Abuse Awareness Day \(WEAAD\) Conference 'Elder Abuse: Building Trust'](#)

Jun 17 all-day

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



[Aged Care Week](#)

Jun 18 – Jun 20 all-day

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

Paving the way towards accreditation against the new standards from July this year.



[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.

Embedding quality throughout the workforce to deliver consumer centred care.



[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.

Hi Everyone,

Please see attached the list of events planned to support communities struggling with Drought. Please share these with clients and staff and widely as required.

Thanks for your continued efforts in working with all who are vulnerable in our communities. If you have any specific feedback about your experience and emerging needs in the drought impacted communities that you would like to share with us please send me an email. This information will be fed back to the New England Drought Task Force who meets monthly to monitor and feedback impacts of the drought locally.

Thank you all

Kind regards

**Sarah Bradfield | Manager Commissioning and Planning Hunter New England Central Coast Districts
Department of Family and Community Services**

14 -16 Bourke Street, Tamworth

PO Box 572, TAMWORTH NSW 2340

T 02 676 84642 | M: 0436 695 232



List of upcoming
events_22052019 (1).

I hope this e-mail finds you well.

Members of the HSPN may find the attached and below relevant for their work. Please feel free to distribute.

Thanks,

Celia Finch

A/Senior Policy Officer

Level 8, 56 Station Street East

Parramatta NSW 2150

Email: celia.finch@multicultural.nsw.gov.au

T: +61 2 82556762 **F:** 02 8255 6868



Client Portal User
Guide_v2.0.pdf



David Elliott med
rel - Building local d



CRIP 2018-19
Program Guide.pdf



Armidale Trauma Workshop Flyer

FYI – below a few details from the flyer:

Armidale Introductory Workshop: Day 1-Thursday 20th June 2019 8.45 am-4.45 pm

Armidale Advanced Workshop: Day 2 -Friday 21st June 2019 8.45 am-4.45 pm

Armidale Servies, 137 Dumaresq St, Armidale

NB. Armidale workshops are a repeat of Walgett workshops

Participants can register for a single day or both workshop days.

\$170 (+GST) for one day, \$300 (+GST) for both days includes morning & afternoon tea

Please provide your own lunch

NB. Advanced Workshop Attendance (Day 2 only) assumes previous trauma training similar to Introductory Workshop content of Day 1

Email attached registration form to difrost@creativehearthealing.com.au Inquiries: 0419211082



Walgett & Armidale
Trauma Workshop F

[View this email in your browser](#)



Australian Government
Department of Health

The
Department
of Health

Webinar: Aged Care Quality Reform - 6 June 2019

This webinar will update service providers and the assessment workforce on key aged care quality reforms being implemented from **1 July 2019**, including:

- 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

Participants will have the opportunity to ask questions about these topics to representatives from both the Department of Health and the Aged Care Quality and Safety Commission.

Webinar title	Aged Care Quality Reform	
Date and time	Thursday, 6 June 2019	
	State and territory	Start: Finish
	ACT, NSW, VIC, QLD & TAS	2:00 pm to 4:00 pm (AEST)
	SA & NT	1:30 pm to 3:30 pm (ACST)
	WA	12:00 pm to 2:00 pm (AWST)
Link	http://livestream.education.gov.au/health/6june2019	

You do not need to RSVP for this webinar and there is no limit to the number of participants.

Department of Health



Diversity Expo

'Keep Safe'



Wednesday 12 June

10:00am – 1:00pm

Armidale Town Hall

Featuring interactive displays and stalls from key emergency service and safety providers in Armidale!

**Fire Safety – Water Safety – Police – Road Safety – Reptile Awareness
– Ambulance Service – Mental Health – Family Welfare services and
more!**

Contact sairs@ssi.org.au for more information.

Rapid Relief is generously providing food for this event.



SVdP LAC programme is providing community engagement and advice to the public and NDIS Participants at the Armidale Neighbourhood Centre

each Friday morning from 09:00am to 12:00pm commencing Friday 7th June,

2019. Public & NDIS Participants welcome.

Kind Regards

Robbie Passmore

Manager



Ph. 02 6772 4373

Armidale Regional Council Disclaimer



Australian Government
Department of Health

The
Department
of Health

CHSP Update for Service Providers

- [CHSP funding extension 2020-2022](#)
- [Victorian CHSP extension 2019-2020](#)
- [CHSP innovation funding](#)
- [3 things you should be doing on the My Aged Care provider portal](#)
- [Reablement-focused assessment trial commences](#)
- [Wellness and reablement report](#)
- [New Charter of Aged Care Rights](#)
- [Extra funding for home mods and goods, equipment and assistive technology can be carried over to 2019-2020](#)
- [Stick to what's in the client's support plan \(don't over-service\)](#)
- [Managing the performance of sub-contractors](#)
- [Next Data Exchange \(DEX\) reporting deadline](#)
- [Edits to CHSP Manual](#)
- [More information](#)

[CHSP funding extension 2020-2022](#)

Funding for the CHSP will be extended **from 1 July 2020 to 30 June 2022** for CHSP service providers in all states and territories.

This was [announced](#) on 2 May as part of the 2019 Australian Government Budget package.

Current CHSP grant agreements (including Sector Support and Development funding) **remain in place until 30 June 2020**.

The department will advise CHSP service providers about the process for implementing the 2020-2022 funding extension in coming months. CHSP providers

will be kept informed through email updates, webinars and via direct contact from Funding Arrangement Managers (FAMs).

[Victorian CHSP extension 2019-2020](#)

Funding agreements in Victoria are being extended for 12 months from 1 July 2019 to 30 June 2020 **to align Victoria with national arrangements.**

Agreements are being offered to existing Victorian CHSP service providers **from May 2019.**

Details can be found in the [update emailed Friday 24 May 2019.](#)

[CHSP innovation funding](#)

In December 2018, the department sought proposals for trials or innovative approaches for the delivery of CHSP services from existing CHSP providers as well as new organisations.

The department received a total of **599 expressions of interest.** From these, a shortlist is being finalised.

Shortlisted applicants will be notified in July 2019, after which time they will be invited to apply for innovation grant funding.

[3 things you should be doing on the My Aged Care provider portal](#)

1—Record deceased clients

As soon as a provider becomes aware that a client has passed away, a record must be made in the My Aged Care provider portal.

Ceasing a client's service with the reason of '**Client Deceased**' will change the client's status to '**Deceased**' and make the client record *READ ONLY*. Any unaccepted service referrals will be recalled and the client's access to the client portal will be revoked.

Changing the client's status in this way will also remove the client from the home care package national priority system (the queue) and withdraw any assigned

home care packages. *This is extremely important to prevent distress for grieving family members caused by correspondence received regarding deceased loved ones.* This has been a particular focus of the Royal Commission into Aged Care Quality and Safety.

Instructions on how to discontinue a deceased client's service in My Aged Care are available in the [Quick Reference Guide - Recording and updating client service delivery information using the My Aged Care provider portal](#)

2—Only accept a new referral for service if you are ready to provide it

New referrals for service should only be 'accepted' by providers if your organisation has capacity to provide the service. You need to review the referral and client information and be in a position to provide services to the client prior to accepting the referral.

The only expectation to this rule is where your organisation is the only provider of a particular service in a regional or remote area.

3—Register pre-CHSP (grandfathered) clients

Service providers are required to assist the department to collect data on CHSP clients not registered on My Aged Care.

If the needs of a client who is not registered on My Aged Care increase, the client must be referred to My Aged Care for an assessment before any additional services can be provided.

The department is finalising a bulk data collection method to register any remaining grandfathered clients. Providers will be notified of the process shortly.

[Reablement-focused assessment trial commences](#)

'Active assessments' of CHSP clients are being trialled by five Regional Assessment Service (RAS) organisations. This model of assessment focuses on reablement.

Active assessments use a 'show me' approach to observe how clients undertake activities of daily living. The assessor also works with clients to find ways to make tasks simpler.

Most clients will complete a reablement period of 6-8 weeks before referrals are made for ongoing CHSP services.

Reablement resources and training will be made available to CHSP providers, clients and their families during the trial period.

An evaluation over the trial period will assess the effectiveness of the assessment model. **The trial will run until June 2020.**

[Wellness and reablement report](#)

In late 2018 the department received a total of **1,025 wellness and reablement reports** (responses to the online survey) from CHSP service providers in all states and territories except Victoria (given Victorian providers are yet to transition to the new CHSP grant agreement regarding this requirement).

The initial report gives a snapshot of how providers have implemented wellness and reablement approaches in their service delivery and what supports they may need in the future.

Initial results are encouraging, with around 79% of providers believing they have already embedded wellness practices in their CHSP service delivery. Over half the providers feel they would benefit from additional support.

Some of the **common challenges** reported by service providers include:

- a lack of understanding of wellness and reablement by clients, carers and families
- clients' dependency on services and reluctance to adjust to a wellness and reablement approach.

The most common service types reported as not aligning with a wellness and reablement approach are: transport, home maintenance and meals.

A summary report of providers' responses will be made available shortly on the Department of Health website.

Information and requirements for the next report due in October 2019 are being considered and will be advised as soon as possible.

[New Charter of Aged Care Rights](#)

A new easy-to-read Charter of Aged Care Rights **will take effect from 1 July 2019**. The new charter provides the same rights to all aged care recipients across all forms of Australian Government-subsidised aged care.

From 1 July 2019, providers must give clients [a copy of the new Charter](#) signed by the provider, and ensure that the client or their authorised person has been given a reasonable opportunity to sign. The purpose of requesting the client's signature is to allow them to acknowledge they have received the charter and were helped to understand it.

Clients should be given a signed charter **by each CHSP provider they receive services from**. This means that if a client has three CHSP providers, they should receive three separate charters to sign.

Providers will need **to retain a copy of the signed charter** for their records.

Clients are **not required** to sign the charter — they can start or continue to receive care and services even if they choose not to sign.

Information for CHSP providers on making signed charter copies available to **all existing clients** will be available shortly.

[General information about the charter](#) is available on the Department of Health website.

A [webinar will be held on 6 June 2019 to discuss aged care quality reform topics](#), including the new Charter of Aged Care Rights.

[Extra funding for home mods and goods, equipment and assistive technology can be carried over to 2019-2020](#)

\$15 million in additional funding to **CHSP providers of home modifications** was announced in January 2019. This funding is due to be paid to providers shortly and can be carried over to 2019-20.

Additional funding is also coming to **CHSP providers of goods, equipment and assistive technology participating in the reablement trial**. This funding is due to be paid to providers shortly and can be carried over to 2019-20.

All other CHSP unspent funds from 2018-19 will be recovered. This will take place after the acquittals.

[Stick to what's in the client's support plan \(don't over-service\)](#)

CHSP providers should avoid 'over-servicing' clients, particularly for home maintenance (garden jobs and minor/major home repairs).

CHSP home maintenance services should be carried out **for client safety reasons**, not for the general appearance of the property.

Providers must adhere to the guidance set out in the client support plan (as written by the Regional Assessment Service assessor) which should state the reason for the referral and give some indication of the parameters of the job.

If the support plan doesn't provide parameters or uses general language (e.g. 'as required') then providers should apply the core principle of carrying out safety-related work only.

[Managing the performance of sub-contractors](#)

The department would like to remind CHSP providers that under your grant agreement **you are responsible for the performance of your sub-contractors**.

CHSP providers should be aware of sub-contractor non-compliance issues and take appropriate action. Where there is non-compliance by a sub-contractor, the department recommends you implement appropriate risk mitigation strategies to manage any issues.

[Next Data Exchange \(DEX\) reporting deadline](#)

The next DEX reporting deadline for CHSP providers is **30 July 2019**.

SUPPORT AND INFORMATION

- For help with reporting CHSP services in the Data Exchange contact your Funding Arrangement Manager (FAM).
- For technical assistance with the Data Exchange contact dssdataexchange.helpdesk@dss.gov.au or phone 1800 020 283 8:30 am and 5:30 pm (AEST) Monday to Friday.
- For general information, visit the [Data Exchange website](#).
- You can also [subscribe](#) to the Data Exchange mailing list to receive general updates and system notifications.

[Edits to CHSP Manual](#)

Please be aware of the following edits to the [CHSP Manual](#):

- **Section 4.1.1** (page 71) – addition of a fourth circumstance in which a home care package client can access services under the CHSP.
- **Appendix C – Contacts** (page 103) – updating of state/territory office email addresses for CHSP Funding Arrangement Managers (previously known as Grant Agreement Managers) in the Community Grants Hub (Department of Social Services)
- All references to the Aged Care Complaints Commissioner and the Aged Care Quality Agency have been changed to the **Aged Care Quality and Safety Commission**.

[More information](#)

The department encourages **all staff working within CHSP service provider organisations** to [subscribe](#) to receive these notices. This is a great way to stay up to date with what is happening in the CHSP and aged care more broadly.

Notifications are also published on the [announcements page](#) of the department's website.

Printer-friendly version

-  [CHSP Service Provider Update](#)

Department of Health

Subject: Upcoming sessions at Armidale Family Support Service

Hi All,

Below is the information for an upcoming information session at AFSS. Feel free to distribute and pass on to clients. It will also be helpful if there is some indication of number for us too!

Thanks,

Kye Single

Family Support Worker

Armidale Family Support Service

Office: 02 6772 7243 | Mobile: 0467563087



Want to be the Boss of your Money?

You're the Boss is a financial literacy program developed by The Salvation Army to empower and equip people to be the boss of their financial situation. It includes multiple topics which puts tools in people's pocket and builds upon people's resources to improve people's wellbeing and financial future.



**YOU'RE
THE BOSS**

Financial literacy

Where:
Armidale Family Support Service

When:
Tuesday 11th June

Time
1.30pm - 3pm



96% of workshop participants rated workshop 4 or 5 out of 5 for usefulness



92% of workshop participants would recommend YTB to others



88% of respondents reported being a little or much more confident in managing their finances



Moneycare