



NESST (New England Sector Support Team) Newsflash 11 July 2019

Dear All,

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

- ACSA members Employee Relations support service
- ACSA Weekly Issue No. 120 | 4 July 2019
- Community Care Review | Changes cause angst for providers; Ageing and Disability Commissioner appointed
- Your Voice Counts - Tamworth Community Forum July
- NCOSS: NSW 2019 -2020 Budget Reveals Social Services Indexation Rate Under Threat - Take Action!
- Uralla Shire Council: Positions Vacant – External
- Australian Charity Guide: Emerging Trend - Voice Donations
- ACSA Member Update 9 July 2019
- NCOSS Sector e-News 11 July 2019
- ACSA Year in Review
- Calculator | Social, Community, Home Care & Disability Services Industry Award 2010
- ACSA Weekly Issue No. 121 | 11 July 2019

New England **Sector Support Team**



Phone: 02 6772 3590

ACSA members Employee Relations support service

ACSA Employee Relations | 2 July 2019

The ACSA Employee Relations team understands that people are our members' greatest asset. Our members deliver quality services to older Australians every day and are best placed to do so when their employees are managed well and performing optimally. The Employee Relations team provides advice and support across a range of human resources, industrial relations and WHS/workers compensation matters which impact our members. Our staff assist members in navigating often tricky staff situations which arise during the course of the everyday in aged care.

Our Employee Relations team is now based fully in-house at ACSA and is positioned to assist members in a range of employment-related matters including but not limited to:

- Award, enterprise and employment legislation interpretation;
- Performance management including counselling, discipline and termination;
- Assistance with conciliation of unfair dismissal matters;
- Liaison with union representatives;
- Managing ill and injured workers;
- Management of allegations of bullying and harassment;
- Interpretation of national criminal record and professional registration checks;
- Drafting and review of correspondence e.g. allegations letters, formal warnings, performance improvement plans, termination letters etc.; and
- Consultation regarding workplace change.

Our team comprises our Employee Relations Manager, Anna-Maria Wade and an Employee Relations Advisor, Florentina Min. Both Anna-Maria and Florentina have worked for member organisations in HR roles and understand employee relations matters in the context of the aged and community care industry. We are currently recruiting for a third advisor to complement the team.

For all your Employee Relations enquiries, please call or email the ACSA Employee Relations Team directly on:

P: 1300 877 855
E: employeerelations@acsa.asn.au

performHR is no longer providing ACSA's Employee Relations support service and you will be redirected to ACSA should you contact them.

Modern Award updated pay guides

The Fair Work Ombudsman has released the pay guides for the Modern Awards generated as a result of the Fair Work Commission's Annual Wage Review. The Commission increased minimum pay rates by 3.0% from the first full pay period on or after

1 July 2019.

Please refer to the [Fair Work Ombudsman's Pay Guide](#) page for current pay and allowances schedules:

- Aged Care Award 2010
- Health Professionals and Support Services Award 2010
- Nurses Award 2010*
- Social, Community Home Care and Disability Services Industry (SCHADS) Award 2010 – **homecare and family day care only**
- [Pay Guides Specifically for SCHADS Award 2010 \(with ERO calculations\)](#)

* If you employ nurses under the Nurses Award 2010, please note that the Fair Work Ombudsman has, as yet, **NOT** applied the calculation for casual rates for weekends, public holidays and overtime which was determined by the Fair Work Commission Full Bench in the matter of [Australian Nursing and Midwifery Federation v Domain Aged Care \(QLD\) Pty Ltd T/A Opal Aged Care \(C2018/7345\)](#). This is despite communication from the Ombudsman to the contrary earlier this year and the fact that the Commission is using the decision in the Better Off Overall Test (BOOT) for enterprise agreement applications for approval.

The matter has been taken up with the Ombudsman and we will advise members when we have received further information.

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

You are receiving this email because you are a member of, or affiliated with, Aged & Community Services Australia (ACSA) and you have previously opted to receive industry updates from ACSA's state divisions. If you do not wish to receive these emails, please unsubscribe using the link below.

ACSA Weekly Issue No. 120 | 4 July 2019

The Year Ahead

1 July has been and gone and we now have the new quality standards, charter of rights, restraint regulation and home care pricing as part of the aged care landscape. We understand that there continue to be issues and information gaps and we are continuing to raise what needs to be and track down information to ease implementation. We trust that you also saw our update earlier this week (available [here](#)) which did have some good news on timeframes for CHSP providers.

This week is the start of the 2019 – 2020 financial year in which the Aged Care Royal Commission will provide both its interim and final reports. It's a critical year. While the difficult issues and case studies have drawn public attention, we have also seen many positive testimonies and examples of great aged care throughout. In Perth last week we heard testimony from fantastic leaders and service providers Wintringham, Whiddon, Silver Chain and Alzheimers WA with the Commissioners clearly in admiration of the work of these organisations – as they should be! In earlier hearings Glenview Homes, Brightwater and others have highlighted the many innovative ways aged care providers are supporting older Australians and their families. It's important to acknowledge the great work of these providers but also that there is balance in the way the Royal Commission is proceeding. And we will ensure that our future Royal Commission updates also highlight these case studies and exchanges.

Even when some of the more challenging issues are being discussed its pleasing to note that the complexity and the interrelationship with other services – such as the discussion on restraint drawing out the role of prescribers as well as the provider – are building a case for a much more fundamental rethink about how we plan and fund aged care into the future.

Some of these complex issues are also capturing public attention in positive ways. ACSA's testimony, and those of others, raised the issue of dignity of risk. That infamous aged care egg contributed to some more thoughtful media coverage of allowing older people to take the “risks” many of us choose to every day.

ACSA is now offering some [webinars and workshops](#) on this important topic. Presented by leading dignity of risk thinker, Professor Joseph Ibrahim, these events will be an opportunity to engage on this topic, refresh your thinking and be part of this agenda-setting discussion. Dignity of Risk is bound to be a feature of the August Royal Commission hearing which we understand will focus on regulation.

Over July, Darren Mathewson will be Acting CEO of ACSA while I take a break. As always, he and the team will be available to support you.

Regards,

Pat Sparrow, CEO

My Aged Care Changes

As published in the last ACSA Weekly there have been several changes to My Aged Care (MAC) including the introduction of

- A 'Client Tracker' to show where a client is at in the MAC process as well as next steps. This tracker is visible to clients, assessors and providers.
- A new notifications functionality which alerts clients and their nominated representatives when key stages have been reached and enables email correspondence between clients, their nominated representatives and assessors.
- A mechanism to enter Quality Indicator data under the provider portal required for residential aged care providers as a part of the 1 July 2019 changes.

Other changes include improvements to the web referral form, visibility of client's information provided by a health professional and streamlined processes to improve information transfer.

In addition, important user guides and resource documents have been updated, and are available through links provided in the *Summary of My Aged Care System Changes 24 June 2019 factsheet*.

Department of Health is taking action to address disruptive marketing practices in the My Aged Care service finder

The Department of Health continues to address the issue of approved providers and the manner in which they advertise their service on My Aged Care. The Department is concerned about:

- outlet names containing marketing slogans or phone numbers
- selecting a national or state service delivery area – this is only acceptable if the outlet can provide services to that entire area
- listing multiple outlets servicing the same postcode(s).

[Find out more](#)

Employee Relations support for ACSA members

The ACSA Employee Relations team understands that people are our members' greatest asset. Our members deliver quality services to older Australians every day and are best placed to do so when their employees are managed well and performing optimally.

Commencing 1 July 2019, our Employee Relations team is based fully in-house at ACSA and is positioned to assist members in a range of employment related matters. For all your

Employee Relations enquiries, please call or email the ACSA Employee Relations Team directly on:

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Call for views on alternate models for allocating residential aged care places

As part of the 2018-19 Budget *More Choices for a Longer Life package*, in-principle support was given for the proposal to move from the current approach of allocating residential aged care places to providers through the Aged Care Approvals Round (ACAR), to alternative arrangements that 'support greater consumer choice'. A discussion paper has been released is available from the Department of Health's [Consultation Hub](#). Feedback is being sought from consumers; service providers; lenders, investors or financiers; workforce associations; and peak bodies and can be provided online. If you are interested in participating please contact Derek Dittrich, Manager Policy and Member Advice at derek.dittrich@acsasn.au by **Friday 12 July**. [Find out more](#)

Recognise an outstanding aged care professional who works tirelessly to improve the quality of life of ageing Australians. Winners share in \$30,000 thanks to proud awards sponsor ME, the bank for you. **Nominations close August 18**. Visit hestawards.com.au

Aged Care Quality and Safety Commission – Consumer Engagement Project

Engaging consumers and their representatives at all levels of your organisation is integral to improving the quality, responsiveness, safety and accountability of the aged care services you provide.

Following a period of consultation with providers, consumers and others, the Commission proposes publishing resources that will describe the importance of consumer engagement in delivering better experiences and outcomes for aged care consumers, and how co-design provides an essential foundation for consumer-centred care.

The consultation surveys for the Consumer Engagement project are now live and may be found[here](#). ACSA encourages members to contribute to the process by completing the relevant survey and where appropriate, provide consumers with access to the Consumer Survey.

Release of the Open Disclosure Framework and Guidance

The Aged Care Quality and Safety Commission has released to the sector the Open

Disclosure Framework which complements the new Standards. The [Framework](#) is now available on the Commission's website.

The Commission describes Open disclosure as “the open discussion that an aged care provider has with people receiving aged care services when something goes wrong that has harmed or had the potential to cause harm to a consumer”. They indicate the new Standards, “particularly standards 6 and 8, require services to adopt open disclosure principles when communicating with consumers”. The Open Disclosure Framework describes when open disclosure should be used and provides practical guidance to support providers in implementing it.

ACSA is still reviewing the Framework and Guidance but it does seem that some of ACSAs issues, about clarity of when open disclosure applies and having it align more closely with the way open disclosure works in health services, has been addressed.

Residential aged care - quality care funding

ACSA was asked last week why quality care funding was ceasing on 30 June 2019 when the measure as announced in the 2018-19 Budget was for over two years. The Department of Health advised the following:

After the 2018-19 Budget announcement the Government reconsidered, including in consultation with the sector, how it was going to implement the measure. Instead of providing \$50.0 million over two years from 2018-19 for a Quality Care Fund, the Government decided to provide \$50 million as an increase in the basic subsidy amount from 20 September 2018 to 30 June 2019 to assist providers to transition to the new quality standards.

New financial year, time to renew your ACSA membership

Welcome to FY2019/20, we hope this is a good year for all ACSA member providers. A friendly reminder to those who have not yet renewed their membership to please do so soon. We look forward to continuing to support you. Visit our [website](#) to find out how to renew.

2019 ACSA National Summit – early bird closes 22 August

Register for ACSA's 32nd National Summit before end of financial year with early bird closing 22 August. Melbourne Convention and Exhibition Centre, 8-10 October. To view the program or to register visit www.acsasummit.com.au.

ELDAC Aged Care Workshops

ELDAC (through UTS) is hosting a series of free aged care workshops about improving palliative care and advance care planning for older Australians. The workshops are

designed for aged care staff working in residential and/or home care, and we are inviting all residential and home care managers, nurses and care workers to attend.

At present, there are 3 workshops announced across NSW and Brisbane, and anyone outside of these locations can express their interest using the [online form on the ELDAC website](#). [Click here](#) to download flyer.

[New South Wales & Australian Capital Territory](#)
[Queensland](#)
[South Australia & Northern Territory](#)
[Tasmania](#)
[Victoria](#)
[Western Australia](#)

Media Releases

1 July: [Providers welcome new aged care quality standards](#)

[Click to view ACSA's Events Program](#)

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

10 July : [Webinar: Joanna Briggs Webex Training Session - How to set up a manual](#) ***Members Only***

13, 20, 27 July: [Standard 8, Organisational Governance Masterclasses \(Tasmania\)](#)

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***

7 August: [Webinar: Dignity of Risk](#) - Presented by Professor Joseph E Ibrahim ***Members Only***

13 August: Performance Management 101 - coming soon ***Members Only***

13, 20, 21, 22 August & 3, 5, 6 September: [Standard 8, Organisational Governance Masterclasses \(Victoria\)](#)

14 August: [Standard 8, Organisational Governance Masterclass \(Adelaide\)](#)

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

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

[Click to view ACSA's Training & Personal Development Program](#)

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

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.

Quality in Aged Care National Conference - Sydney, 26-29 August

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

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

The Department of Health - Information for aged care providers - [click here](#)

The Department of Health - Have your say on proposed alternative models for allocating residential aged care places - [click here](#)

The Department of Health - National Aged Care Mandatory Indicator Program - [click here](#)

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Latest News



[Stressed-out providers struggle to keep up with change](#)

New changes to home care have arrived – and they're causing stress and confusion for many providers, an industry consultant says.



[Former royal commissioner begins job as new Ageing and Disability Commissioner](#)

Former royal commissioner Robert Fitzgerald has taken up a role as head of the new NSW Ageing and Disability Commission.



[Men accessing community care have better memory](#)

Older men who access a wide range of community care services are more likely to have better memory than those who access fewer services, research indicates.



[Living and ageing well](#)

The aged care industry in Australia is changing. We're seeing big reforms, driven by a community that expects quality of care and the safety of older adults. At Pearson, we believe that it is more important than ever to help keep the golden years golden.

[Read more](#)

Sponsored



[**Sector urges ‘constructive’ approach from watchdog on new standards**](#)

The aged care sector has pledged to work towards a smooth transition to the new Aged Care Quality Standards which are now in force.

[**Up-skilling aged care workers**](#)

E-learning could help plug the training gap in rural and regional areas.

[Read more](#)

Sponsored

[**Events**](#)

Presented by Australian Ageing Agenda Advertisers



[Aged Care & Elder Law Conference](#)

Jul 16 – Jul 18 all-day

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



[2nd Retirement Living Forum](#)

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.



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

Aug 26 – Aug 29 all-day

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



[ATSA Independent Living Expo \(part of i-CREATE\)](#)

Aug 27 – Aug 28 all-day

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



[Health Metrics World Conference 2019](#)

Aug 29 – Aug 30 all-day

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



[Get valuable insights and practical strategies from industry experts at the Living and Ageing Well Conference.](#)

Sep 17 all-day

At Pearson, we believe that ageing well should be part of living well.



[8th International Conference on Ageing and Spirituality](#)

Oct 27 – Oct 30 all-day

Charles Sturt University is hosting the 8th International Conference on Ageing & Spirituality in Canberra 27-30 October 2019.

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YOUR
VOICE
COUNTS

TAMWORTH
COMMUNITY FORUM

The image features a man with a very long, full white beard and mustache, wearing glasses and a blue patterned shirt. He is holding a white strap, possibly from a seat belt, across his chest. The background is a solid yellow color. To the right of the man, the text "# YOUR VOICE COUNTS" is written in large, bold, purple capital letters. Below this, "TAMWORTH COMMUNITY FORUM" is written in a slightly smaller, bold, purple capital letters.

With your help, we're designing the aged care and disability services your community needs today and for the future.

Come Join Us!

Tamworth Community Forum
Tuesday 30th July, 2019 · 10am to 12noon
West Diggers, Grand Ballroom, Kable Avenue,
Tamworth NSW 2340.
Refreshments provided.

RSVP: Friday 19th July
admin@mcleancare.org.au or [6721 7364](tel:67217364).



Enriching experiences beyond all boundaries

NSW 2019-2020 Budget Reveals Sector Indexation Rate Under Threat - Take Action!

Colleagues,

As you know the recent NSW budget has revealed that the indexation rate for 'FACS-funded' community organisations for 2019/20 has been set at 1.75%, despite a mandated national wage increase of 3%.

This comes at a time when services are already stretched, dealing with increasing demand and facing funding challenges from reforms like NDIS.

We know that it leaves you with few options but to consider cutting services, reducing hours and turning people away.

This isn't fair. People doing it tough should be able to access essential services and community organisations should be properly funded to provide support and pay decent wages.

NCOSS and other peak bodies have jointly written to the Premier, the Treasurer, and Ministers Ward, Tudehope and Taylor asking that indexation be increased to at least 3%.

We encourage you to take the issue up with your local member and other community leaders. Getting local media coverage can also help to bring this important matter to the attention of the general public and key decision makers.

Below is a link to some useful resources including a 'shell' media release, a template letter for MPs, both of which can be tailored to your organisation's circumstances and the NCOSS media release.

- 1) [NCOSS media release](#)
- 2) [Shell media release](#)
- 3) [Template letter for your local MP](#)
- 4) [NCOSS Advocacy Toolkit](#)

We encourage you to take action on this issue. Please also send us your stories outlining the measures you are being forced to take in order to remain viable, and the impact that this is having on your community and the people who need your support.

We look forward to working with you to ensure a vibrant, diverse and adequately resourced community services sector.

Joanna Quilty

NCOSS CEO

From: Felicity Stace
Sent: Friday, 5 July 2019 1:59 PM
To: AU_Uralla_AllStaff
Subject: Positions Vacant - External

Hi All,

We are currently recruiting for the following roles:

- Waste Collection Operator – Full-time
- Waste Facility Operator – Part-time (2 Positions)
- Water and Sewer Operator – Full-time
- Direct Support Workers – TSCO – EOI - Casual
- Personal Care Assistant – McMaugh – EOI - Casual
- Manager Civil Infrastructure – Full-time

This is the link to our careers page to view additional information on these positions.

<https://www.uralla.nsw.gov.au/Council/Working-at-Uralla-Shire-Council>

Managers please ensure that staff without email access are notified of these vacant positions and share with family and friends who may be interested.

Have a great weekend!

Best Regards,

Felicity Stace
Human Resources Officer
Uralla Shire Council | PO Box 106 Uralla NSW 2358
p 02 6778 6308 | **f** 02 6778 6349
fstace@uralla.nsw.gov.au | www.uralla.nsw.gov.au



Emerging Trend - Voice Donations

Some experts predict that by next year, [50% of searches](#) on the internet will be done **by voice!** This is why perhaps a growing number of charities are tapping into voice recognition devices to accept donations.

goDonate Voice, an off the shelf product developed for charities, enables Charity supporters to donate through the Alexa app or their voice by saying “Alexa, open (name of charity)” to donate. The money is then deducted from the users Amazon account and sent to the charity via Amazon Pay.

[FIND OUT MORE](#)

Connecting Charities with Skilled Volunteers



How can Vollie help your Charity/NFP?

[Vollie](#) connects charities and not-for-profits with **skilled volunteers**. All **projects are online**, so that your organisation can connect with skilled professionals right across Australia. Vollie can connect you with **website developers, fundraising specialists, social media experts, lawyers, accounts, bookkeepers, marketing experts**...the list goes on and on.

85% of all skilled professionals on Vollie are Gen Y and Gen Z, aged 20-45 years old. What's more, **each project on Vollie saves a charity or NFP an average of \$1,000!**

In 2.5 years of operation, Vollie has seen **550 projects** completed through the platform, **10,000+ skilled volunteering hours**, and the platform has saved the current 500 charity partners **\$519,122** collectively!

Vollie's vision is to see the world's biggest problems solved through skilled volunteering. Vollie's mission is to advance volunteering in Australia, applying it to the digital age, and providing modern day professionals with meaningful opportunities to give back.

So what's in it for me?

Because Vollie is a trusted partner of the Australian Charity Guide, we are offering your charity the opportunity to post your first project on Vollie for **FREE** (a value of approximately \$1,000!). Simply email Vollie at info@vollie.com.au with the subject line "COUNT ME IN" to redeem your **free strategic workshop and complimentary project**.

[ENQUIRE NOW](#)

Thank You

Over 650 Charities attend NFP State of the Nation Seminar Roadshow

We would like to take this opportunity to say a massive **THANK YOU** to over 650 charities who have attended over 40 Seminars, in 16 cities across Australia and NZ. It has been amazing to share our latest NFP research and insights with so many passionate and inspiring people working in the NFP Sector. With 98.3% of attendees saying they would recommend the seminars to a colleague, it sounds like you enjoyed them too!

Just 3 Seminars Remaining - Don't Miss Out!

Don't miss out on attending our final **NFP State of the Nation Roadshow Seminars**, a jam-packed day of practical tips on how to improve your Charity's Marketing, Fundraising, Governance and Stewardship. **REGISTER TODAY**.

WHERE AND WHEN

Adelaide - Friday 26th July at Guide Dogs SA, Adelaide CBD (limited places left)

Sydney - Friday 9th August at Beaumont People, Sydney CBD (limited places left)

Brisbane - Friday 30th August at QIMR, Herston (limited places left)

FOR MORE INFORMATION, click [HERE](#)

[REGISTER NOW](#)

FREE NFP Events - Beaumont People



The Not-for-Profit CEO and Chair Relationship

**With Leisa Hart, CEO of Disability Services Australia
and Marg Lennon, Chair and Board Director**

The Not-for-Profit CEO and Chair Relationship | 24th July

A frank and open conversation between Leisa Hart, CEO of Disability Services Australia and Marg Lennon, experienced Chair and Board Director, on their unique professional relationship.

[REGISTER](#)



How to Embrace Diversity and Inclusion in your Workplace

With Kylie van Luyn, Charis Martin-Ross
& Nina Mapson Bone
Facilitated by Dr. Elizabeth Shoesmith

How to Embrace Diversity and Inclusion in your Workplace | 6th August

Uncover key insights, take-aways and practical tips to improve your own diversity and inclusion strategies and overcome unconscious bias in your recruitment practices.

[REGISTER](#)

Corporate Partnerships Workshop Tour



Abby from Infinity Sponsorship will be running a 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: **AustralianCharityGuide**

Testimonial: Chris Emery Lung Foundation Australia

"Infinity Sponsorship has been working with the Lung Foundation Australia in a sponsorship brokerage capacity since early 2012 and has introduced our organisation to the concept of corporate annual partnerships. Abby's work has provided us with a valuable opportunity to partner with a number of corporate organisations, growing our sponsorship funds and diversifying our income channels. Abby's ability to develop relationships and rapport with potential corporate sponsors is impressive and I would recommend her to any organisation that may wish to link in with corporate partners to further expand the reach of their organisation."

[FIND OUT MORE](#)

Charity of the Week - ADEC



Action on Disability within Ethnic Communities Inc. (ADEC) is a state-wide organisation that strives to empower people with a disability from Non-English speaking backgrounds, their carers, and families to fully participate as members of the Victorian community.

ADEC has a long and proud history of serving the community and fighting for equality for people with disability from ethnic backgrounds.

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

[LEARN MORE](#)

Latest NFP Sector News

latest news

- Pro Bono Australia launch partnership with Strategic Grants - read more [HERE](#)
- The best Artificial Intelligence resources for charities - read more [HERE](#)
- 12 learnings from the UK Third Sector Fundraising Conference 2019 - read more [HERE](#)

Australian Charity Guide 39 Yancannia Terrace, Glenwood NSW, Australia

[Check out our website](#)



Member Update Media Alert



ACFA report shows improvements can't continue without funding response

Aged care peak Aged & Community Services Australia (ACSA) says the Aged Care Financing Authority's (ACFA) *2019 Report on Funding and Financing of the Aged Care Industry* demonstrates the fragile position of many aged care providers that will hamper improvements in service.

"The big improvements we are working towards in aged care at the moment won't be fully realised unless we see a commensurate response on funding for the sector," ACSA Acting CEO Darren Mathewson said.

"The sector can be proud of progress we've made in recent times but the ACFA report makes it clear that increased costs can't be absorbed forever.

"Residential care costs have increased three times more than income. In home care the situation is even more concerning with costs per consumer up 7% but with income going down.

"There is good reason to feel optimistic about what can be achieved through the Royal Commission, but until we see adequate planning for the structural and funding issues, Australia won't be able to fully address the needs of older Australians – let alone the future challenges of our ageing population.

"The trend here is undeniable: the position of providers is deteriorating across the sector. Of particular concern are those in rural, regional and remote areas.

"The [ACFA report](#) should be a warning to government and the community that our sector needs more support to continue to improve and respond to future challenges."

Media contact: Aliya Ahmad 0428 684 307

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

NATIONAL PARTNERS



INDUSTRY PARTNERS



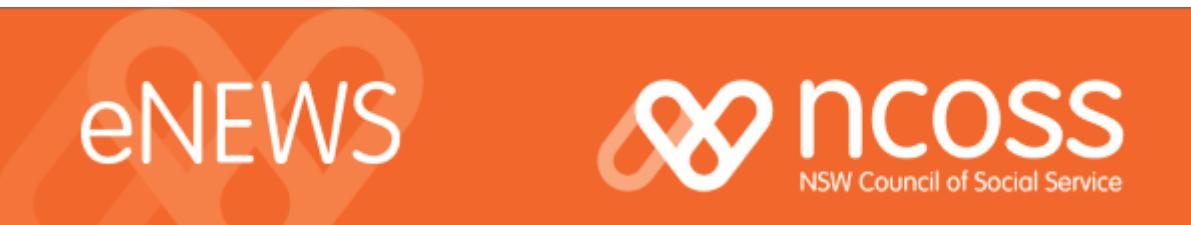
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NCOSS eNews with the latest from the community sector

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A MESSAGE FROM NCOSS CEO

Dear All,

Our Post-Budget Breakfast was a well-attended but sombre affair – not surprising given the low priority in the budget for those doing it tough. [You can find our analysis here](#)

A key focus was the 1.75% indexation which will necessitate service reductions and clients turned away. Peak bodies have jointly written to the Premier, Treasurer and relevant Ministers highlighting these impacts and the need for indexation to at least match the mandated 3% wage increase.

We have also developed resources for member organisations to take the matter up locally. Your local MPs will understand what service cuts mean to the community and local media often has a strong interest in these issues. You can find a [shell media release](#) and a [letter to your local MP](#) template on our website. Now is the time to take action!

During NAIDOC week we celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. We are reminded of the lack of constitutional recognition and a voice to Parliament for Aboriginal and Torres Strait Islander people. The unique place that Aboriginal and Torres Strait Islander peoples have both in our history and in our contemporary society needs to be formally recognised as well as celebrated.

Voice. Treaty. Truth.

- Joanna Quilty, NCOSS CEO

NCOSS News



7 Digital Marketing Strategies – A new learning opportunity

How do you get your issue noticed and raise awareness, amidst the busy world of today's digital landscape and social media? Learn (and practice) a few "tricks of the trade" from a team that has used the power of communications to build and protect organisational reputations - [Australian Public Affairs \(APA\)](#). [Click here for more information and to register.](#)



NSW Financial Inclusion Forum – Financial resilience forum

The NSW Financial Inclusion Network is hosting a forum on Tuesday 13 August to expand the conversation around financial resilience. Join the conversation at UNSW City Campus for

a deep dive into social capital and economic resources. The day will feature multiple guest speakers including NCOSS CEO, Joanna Quilty. [Register now to secure your spot!](#)



HESTRA Community Sector Awards – Nominations now open

Nominations are open for the 2019 HESTRA Community Sector Awards! The HESTRA Community Sector Awards are to recognise individuals who are advocates, leaders and are committed to improving the lives of those who rely on being able to access various services of this sector. There is \$30,000 in prizes provided by @ME that is up for grabs. [Click here to start the process.](#)



ABC and ACOSS Talent Diversity Callout – Accepting EOIs now

ACOSS and ABC News are working together to build its database of those who identify as women from all different backgrounds to call on as expert talent, opinion leaders and sources for interviews across digital and broadcast platforms. This database will be used by ABC interview producers, talent bookers and journalist's for media opportunities and will be supported by ACOSS through the process. [Fill out the EOI here.](#)

NCOSS Training & Events

24
JUL

[7 Digital Marketing Strategies for Non-Profits & Advocacy Services - Woolloomooloo](#)

21
AUG

[NCOSS & NSW Legislative Council Parliamentary Inquiries Workshop - Sydney](#)

28
AUG

[NGO Research Forum](#)

16
OCT

[NCOSS & NSW Legislative Council Parliamentary Inquiries Workshop](#)

23
OCT

[NGO Research Forum](#)

[View all Training & Events](#)

Latest Community Jobs

- [Centre Manager, Lifeline Sydney & Sutherland - Wesley Mission Community Services](#)
- [Relationship Educator - Relationships Australia NSW \(Big Splash on behalf of RANSW\)](#)
- [Service Co-ordinator - Swinson Cottage Family Centre](#)
- [Case Management\Outreach Support Worker - Swinson Cottage Family Centre](#)
- [Housing Officer X 2 – Blacktown & Greater Western Sydney - Mission Australia \(General\)](#)

[View all Jobs](#)



[Subscribe to NCOSS Community Jobs Alerts](#)



Sector Professional Development

Australian Institute of Company Directors (AICD) 2019 Courses



The Australian Institute of Company Directors (AICD)'s courses are designed to update and deepen not-for-profits' knowledge on governance issues, board practice and the roles and responsibilities of directors. They are tailored to senior executives and managers, committee members and newly appointed

[Read More](#)

Charity Law Association of Australia & New Zealand (CLAANZ) Conference - 1 Aug 2019, Melbourne



Charity Law Association of Australia & New Zealand (CLAANZ) Conference
'Why and How We Value the Charity Sector'
1 August 2019
Woodward Conference Centre

[Read More](#)

Grants 101: Strong Project Budgets - 7 Aug 2019, Online



Connecting Up & Strategic Grants
Grants 101: Strong Project Budgets
7 August 2019, 11.00am-12.00pm (AEST)
Online

[Read More](#)

Mastering Meetings - 13 Aug 2019, Online



Justice Connect - Not-for-profit Law
Mastering Meetings
13 August 2019, 12.45pm-2.00pm (AEST)
Online

[Read More](#)

Local Community Services Association (LCSA) Connecting Communities Conference - 26-28 Aug 2019, Wollongong



Local Community Services Association (LCSA)
Connecting Communities Conference
26-28 August 2019
Novotel Wollongong

[Read More](#)

Social Value & SROI Training - 21-22 Oct 2019, Woolloomooloo



Social Ventures Australia (SVA)
Social Value & SROI Training
21-22 October 2019
Collective Purpose, Suite 501, 80 William St, Woolloomooloo

[Read More](#)

Sector News & Resources

Social Enterprise Council or Network for NSW & ACT EOI



A Social Enterprise Council or Network for NSW and ACT is to be formed by a group of founding social entrepreneur and enterprise members from across NSW and ACT. These members will be long standing social entrepreneurs or enterprises and have an interest in advocating for and representing

[Read More](#)

Myer Innovation Fellowships EOI



The Myer Innovation Fellowships aim to support breakthrough solutions to Australia's most pressing social and environmental challenges and bring new talent to the social sector. Fellows are offered the unique opportunity to take twelve months away from their current role to pursue a big idea that has the potential

[Read More](#)

Westpac Scholars Social Change Fellowship



If you had the chance to take the time to develop yourself, and increase your impact, would you do it? If you're passionate about making positive social change happen in Australia, this could change your life. The Fellowship gives you the opportunity to go on a 6-month personal development journey,

[Read More](#)

Australia Post Community Grants



Not-for-profit community organisations are invited to apply for a 2019 Australia Post Community Grant, with funding of up to \$10,000 available to each recipient. The initiative aims to support projects and services that address locally identified needs that strengthen social connections and reduce barriers

[Read More](#)

2019 Commonwealth Bank Not-for-Profit Treasurers' Awards



Every community organisation understands how much they owe to the person who keeps track of the finances. But they don't often tell them so. Our Community and the Commonwealth Bank and their Not-for-Profit Sector Banking team believe Australia's treasurers deserve some recognition.

[Read More](#)

Have your Say: Regulation of charities by the Australian Charities & Not-for-profits Commission (ACNC)



The objective of this audit by the Australian National Audit Office (ANAO) is to assess the effectiveness of the Australian Charities and Not-for-profits Commission's (ACNC)'s regulation of charities. The ANAO proposes to examine the ACNC's arrangements for: registering charities

[Read More](#)



[Subscribe to Funding e-News](#)



In Brief

NCOSS Post-Budget Breakfast – Did you attend? Then we want to hear from you! [Take 5 minutes to complete the feedback form here](#)

Rare opportunity for children with disability in regional & remote NSW! If you live in regional NSW and have a child requiring ankle foot orthoses, [contact Northcott Innovation now!](#)

Recent Reports:

- [Forecasting Future Outcomes: Stronger Communities Investment Unit 2018 Insights Report - NSW Government](#)
- [Poor quality housing and low income households research: more evidence of system-wide failures in housing - Shelter NSW](#)

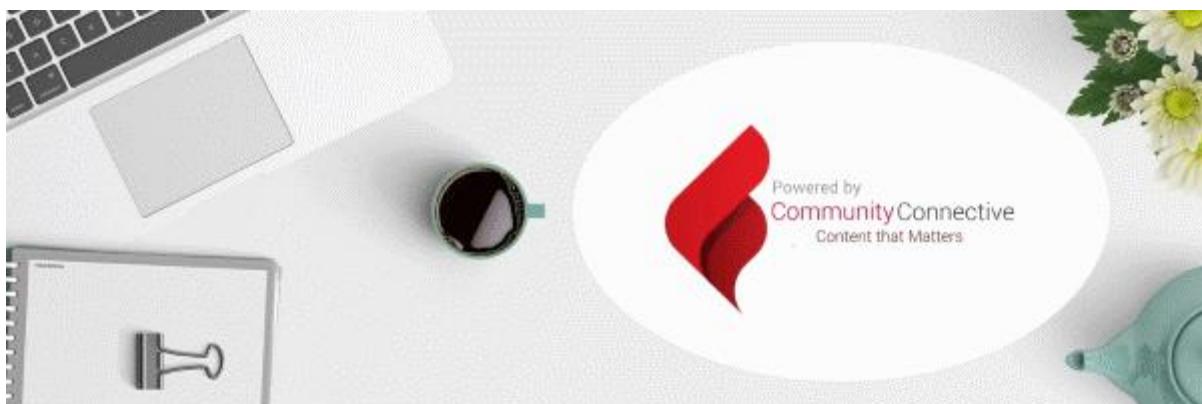


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New England Sector Support Team, it's time to renew your ACSA membership

Thank you for your valued membership of Aged & Community Services Australia (ACSA).

During the past year ACSA has continued its unwavering commitment to ensuring your voice is heard by government and we have further strengthened our position as the leading industry influence and advocate on key issues (see [ACSA 2018 Year in Review](#) and our [submissions](#)).

Our strong advocacy role is focused on ensuring the sustainability of our industry in the long term while responding to current matters such as the Royal Commission into Aged Care Quality and Safety, funding, quality standards, regulatory compliance and staffing.

When speaking to you, our members, I hear the many challenges you are facing. We continue to look for new ways to provide guidance, support and solutions to your challenges, this year including:

- Extensive advice and practical help in understanding and responding to the [Royal Commission](#);
- Supporting you to transition to the new [Aged Care Quality and Safety](#) standards through workshops, one-on-one advice, on-site consulting and other resources;
- Significantly expanding our Workforce and Industry Development unit to help you build the workforce of the future, particularly in regional areas, and representing your views on the Aged Care Workforce Strategy Taskforce; and
- Launching our [Humans of Aged Care](#) storytelling platform to celebrate and demonstrate the human elements of care and the positive stories at the heart of aged care services.

You also tell me how much you appreciate receiving instant help from our 1300 member advice line, analysis and guidance from our expert policy staff, and specialised assistance through our consulting team and our employee relations service.

I invite you to renew your membership for 2019/20 and continue to be part of the important conversation with government and communities about how we can ensure a quality, sustainable aged care sector for the future.

How to renew your membership

The ACSA National Fee Calculator ensures members' fees are based on 'like for like'

principles across the national membership. You can access the calculator and return it completed to us, or simply provide us with your 2018/19 income estimate and we will calculate your fee and provide your invoice.

We need, and the community wants, a sustainable system that enables people to age well. Now, more than ever, we need to support each other and collectively work to educate the broader community and take us to the next level of supporting people to age well.

If you require assistance, or have any questions regarding your membership, please [contact us](#) or email membership@acsasn.au.

Regards,

Patricia Sparrow, CEO

You are receiving this email because you are a member of, or affiliated with, Aged & Community Services Australia (ACSA) and you have previously opted to receive industry updates from ACSA's state divisions. If you do not wish to receive these emails, please unsubscribe using the details below.

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Wednesday, 10 July 2019

Social, Community, Home Care & Disability Services Industry Award 20

Calculator

As advised in **Circular No. 15/2019** - [click here](#) wage rates and all work related

allowances in this modern award increased from the first full pay period commencing on or after 1 July 2019. In addition, some expense related allowances may also increase.

To assist you, AFEI has created a **Calculator** which can be accessed via the circular in the link above.

If you have any questions, or require further information, on the above circular, please don't hesitate to contact the AFEI Hotline on (02) 9264 2000.

If you are having difficulties accessing our website, please contact Member Services on (02) 9264 2000

Should you wish to change the email address we have used to send this information to you, please advise the details by replying to this email or contacting Member Services on (02) 9264 2000.

Ph: (02) 9264 2000 | Email: admin@afei.org.au | Web: www.afei.org.au

This email was sent by AFEI, Level 2, 97-99 Bathurst Street, Sydney, Australia to info@nesst.org.au

Issue No. 121 | 11 July 2019

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Aged Care matters everywhere - the conversation builds

The Royal Commission hearings continue in Cairns next week and issues around ‘quality of life’ continue to be front-and-centre.

The Commission has so far heard some positive examples of where the sector exemplifies ‘person-centred care, dignity, choice and control’ - concepts Counsel point out are “key concepts related to quality of life”.

Reviewing transcripts and summaries from the hearings, particularly around services in rural, regional and remote (RRR) and to indigenous communities, it is clear we haven’t got the policy settings right yet. In preparing and participating in a discussion on [ABC RN Life Matters](#) on “The challenges of aged care in rural, regional and remote areas” it became evident we often put the funding, administrative control and central policy formation before the principles and values that should shape the response. This can create obstacles before we even start the conversation. It maybe time we reversed the order, being prepared to establish some principles like –

- People living in RRR Australia should not accept less than the remainder of the population; and

- Older people should be able to age in the communities they have lived all their lives.

.....that then drive the policy formulation and response including co-design with local communities, translating and spreading successful models and having a specific policy response and plan that accepts that RRR and indigenous communities need their own specific models.

Government's response to these challenges runs along familiar lines; that is, to return to the narrative around the importance of being financially responsible, having clear accountabilities and resourcing parameters.

While all those points are valid they also fail to grasp an alternative and much more urgent narrative – and it is one around values and principles. A few of these to consider are;

- Governments establish priorities and make decisions. It is time the needs of older people in these areas were prioritised and supported;
- As a community, we welcome the diversity, spread and geography of this vast expansive country but with it comes a responsibility to support it; and
- If society is serious about achieving quality of life for all, we should not accept that this principle doesn't apply to some groups in the community merely because the challenges are too great.

The structural and funding issues are an ongoing challenge in our sector but the bigger hurdle still is that of prioritising a commitment to resolving these. That will take a plan and a will to change the landscape of our society. We need to switch the focus from a discussion on affordability and cost – (laden with language like 'burden') to one more focused on "opportunity, contribution, respect and dignity."

Our organisations are core to the social and economic fabric of our local communities and our workforce is our most valuable asset in delivering this. Evidence heard this week from Ms Lyndall Fowler about her mother's experience of sub-standard care delivered some important messages: Despite her issues with her mother's care, Ms Fowler came to the defence of those caring for her mother, calling for wages to be increased, and acknowledging the difficulty of the work, saying: "the aged care workers who care for my mother – and who do really actually care - they are in a difficult position, trying to provide the best they can in less than ideal circumstances."

The comment challenges us all to look beyond our current circumstances to see what is worthy and valuable and ensure we work towards an aged care sector that reflects those priorities.

Regards,

Darren Mathewson, Acting CEO

Release of the seventh report on Funding and Financing of the Aged Care Sector

The Aged Care Financing Authority has this past week released its seventh report on funding and financing of the aged care sector.

The report highlights what we already know, that the sector is under increasing financial pressure as a result of an inadequate level of base funding compounded by inadequate indexation. A summary of this extensive report along with some commentary on the key issues identified is available [here](#).

Aged Care Quality Standards Performance Assessment Methodology

This week the Aged Care Quality and Safety Commission released a new Regulatory Bulletin on Assessment Methodology. The purpose of this Regulatory Bulletin is to outline the assessment methodology used by quality assessors when undertaking performance assessments under the Aged Care Quality Standards. The Bulletin provides comprehensive information for providers about how assessments will be conducted and how compliance with the new quality standards will be monitored. [Read more](#) including a copy of the Bulletin.

The Dignity of Risk Workshop series

ACSA is running a series of 'Dignity of Risk' workshops designed for senior clinicians and managers to provide a systematic approach to examining the issues of how to manage risks for older residents living in residential aged care facilities. These workshops are being run by **Professor Joseph Ibrahim** MBBS PhD FAFPHM FRACP, who gave expert evidence at the Royal Commission in Aged Care, and **Ms Maree Cameron** PSM who is well versed in aged care quality standards. Balancing staff and organisational responsibilities of duty of care with the residents' rights and choice in Dignity of Risk:

- SA - 22 August, [register now](#)
- NSW - 29 August, [register now](#)
- QLD - 11 September, [register now](#)
- VIC - 19 September, [register now](#)
- TAS - 26 September, [register now](#)

New My Aged Care website - for service providers

The Department of Health has responded to an issue raised by ACSA on behalf of a member

about the useability of the new My Aged Care website for providers to find the button to go to the AUSkey login page. The Department has provided information which is available [here](#).

Information for Aged Care Providers

The Commonwealth Department of Health has published the following information for Aged Care Providers:

- 2019 ACFA Annual Report
- New Approved Provider Application Forms
- New Charter of Aged Care Rights Resources
- Resources to promote Aged Care Advocacy Services
- New Home Care Pricing Requirements
- Managing your Commonwealth Home Support Programme (CHSP) service information in My Aged Care
- Outcomes of the 2018 CHSP Wellness and Reablement Report

[Click here](#) to view

Call for views on alternate models for allocating residential aged care places

As part of the 2018-19 Budget *More Choices for a Longer Life package*, in-principle support was given for the proposal to move from the current approach of allocating residential aged care places to providers through the Aged Care Approvals Round (ACAR), to alternative arrangements that ‘support greater consumer choice’. A discussion paper has been released is available from the Department of Health’s [Consultation Hub](#). Feedback is being sought from consumers; service providers; lenders, investors or financiers; workforce associations; and peak bodies and can be provided online. If you are interested in participating please contact Derek Dittrich, Manager Policy and Member Advice at derek.dittrich@acsa.asn.au by **Friday 12 July**. [Find out more](#)

Dementia Australia Consumer Summit 2019

The Dementia Australia Consumer Summit was held in Canberra on 26 June 2019. The objective of the Summit was for people to gain perspective on the experience of people directly impacted by dementia and to build knowledge about how to effectively support people living with dementia. A strong theme at the Summit was that dementia is not yet core business in aged care; and it is so hard to get consumer voices heard – to demand what is rightfully theirs and that the standards are only as good as the people implementing them. ACSA has put together a range of comments from people with dementia and carers. [Read more](#)

50% of our workforce to retire in the next 15 years – the importance of youth engagement

Engaging and supporting our youth is one of the most significant challenges facing Australian Aged Care Service organisations today. [Read more](#)

Seeking passionate trainers

Are you passionate about the Aged Care Services Sector and are keen to share your knowledge and experience? We are seeking trainers and presenters to work with us in the delivery of ACSA's *Training and Professional Development* programs. [Read more](#)

Trial a job seeker before you hire

If you're not sure about hiring someone without knowing they can do the job, you can trial a young job seeker first. The Youth Jobs PaTH program aims to make it easier for businesses to find and recruit young people, and it is all at no cost to you. Find out about the Youth Jobs PaTH program at the upcoming webinar. [Read more](#)

Aged Care Quality and Safety Commission – Consumer Engagement Project

Engaging consumers and their representatives at all levels of your organisation is integral to improving the quality, responsiveness, safety and accountability of the aged care services you provide.

Following a period of consultation with providers, consumers and others, the Commission proposes publishing resources that will describe the importance of consumer engagement in delivering better experiences and outcomes for aged care consumers, and how co-design provides an essential foundation for consumer-centred care.

The consultation surveys for the Consumer Engagement project are now live and may be found[here](#). ACSA encourages members to contribute to the process by completing the relevant survey and where appropriate, provide consumers with access to the Consumer Survey.

2019 ACSA National Summit

Register for ACSA's 32nd National Summit before end of financial year with early bird closing 22 August. Melbourne Convention and Exhibition Centre, 8-10 October. To view the program or to register visit www.acsasummit.com.au.

Do you feel confident about providing palliative care and Advance Care Planning?

End of Life Directions for Aged Care (ELDAC), a free, government-funded resource, has a personal learning assessment and learning plan to help you identify your learning and development needs. It can be used annually to identify your top development priorities. [Learn more](#)

[New South Wales & Australian Capital Territory](#)
[Queensland](#)
[South Australia & Northern Territory](#)
[Tasmania](#)
[Victoria](#)
[Western Australia](#)

Media Releases

9 July: [ACFA report shows improvements can't continue without funding response](#)

[Click to view ACSA's Events Program](#)

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

13, 20, 27 July: [Standard 8, Organisational Governance Masterclasses \(Tasmania\)](#)

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

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

7 August: [Webinar: Dignity of Risk](#) - Presented by Professor Joseph E Ibrahim ***Members Only***

13 August: Performance Management 101 - coming soon ***Members Only***

13, 20, 21, 22 August & 3, 5, 6 September: [Standard 8, Organisational Governance Masterclasses \(Victoria\)](#)

14 August: [Standard 8, Organisational Governance Masterclass \(Adelaide\)](#)

August: Webinar: Open Disclosure & Effective Complaints Management - coming soon [*Members Only*](#)

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

[**Click to view ACSA's Training & Professional Development Program**](#)

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 Ju

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.

Quality in Aged Care National Conference - Sydney, 26-29 August

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

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

The Department of Health - Information for Aged Care Providers - [click here](#)

The Department of Health - Letter regarding reduction in home care fees from 1 July 2019
- [click here](#)

The Department of Health - Message from DHS: Quarterly Review July 2019 - [click here](#)

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