



## NESST (NEW ENGLAND SECTOR SUPPORT TEAM) NEWSFLASH

Dear All,

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

- ACSA Weekly
- ACSA Members Update
- ACSA Media Update
- ACSA Member Update Change to Charter of Rights
- NCOSS eNews
- Drought Assistance Sites and Contacts
- Securing Women and Children's Safety
- Dementia Australia upcoming Training in Tamworth
- Interagency Secretariat – change of details
- eSafety for Workers and Parents – Tamworth and Armidale

New England **Sector Support Team**

**02 6772 3590**





## ACSA pushes government to respond to unanswered questions

It's hard to believe that its 1 July next Tuesday, and that with that comes a raft of new requirements providers are expected to meet as well as announcements about funding for the year ahead.

On Tuesday, the Government announced woefully inadequate indexation rates, just 1.4% for residential care, for all services (read the [media release](#)). We are advocating strongly on your behalf, including in the meeting with the new Minister, Senator the Hon. Richard Colbeck last week, for immediate funding relief that recognises that as we live longer, the healthcare and support needs of our clients and residents are more complex and expensive. As a result our costs are increasing faster than the funding we receive to provide much needed care. While the temporary measures put in place earlier in the year provided some relief, these are now about to cease. The Royal Commission can't be used as an excuse to delay urgent actions that can be taken now to ensure providers can continue to deliver quality care.

Last week the Government released its home care package data (read the [media release](#)) which revealed a continuation of the waitlist problems we're sadly all too familiar with now. ACSA has analysed the report and our national and state summaries are available [here](#).

The new quality standards, quality indicators, charter of rights, restraint regulation (with the Commission writing to all providers this week with a self-assessment tool and evidentiary requirements on this matter) and home care pricing transparency are all kicking in next Tuesday. We are aware of the pressure you are all under and are working hard to get answers to your queries and seek reasonable responses, including in time frames and Government responses to issues being experienced. We are continuing to also push for information that has not yet been finalised and provided, such as the open disclosure framework, to be released ASAP so you at least know what the requirements are!

One outcome has been that as a result of lobbying government ACSA has been successful in gaining an extension to the timeframe service providers have to register CHSP 'Grandfathered Clients' on My Aged Care. The original timeframe has been extended by approximately six weeks to 23 October 2019.

We will keep you as up to date as we can and please make sure you are contacting us with any issues you have. We are here to support and represent you always, but especially at this incredibly busy and challenging time.

Regards,



Pat Sparrow, CEO

---

### **Announcement of a reduction of the Maximum Permissible Interest Rate (MPIR)**

The Department of Health announced this week a decrease in the MPIR from 1 July 2019, to 5.54% for the period 1 July to 30 September 2019 (down from 5.96%). The Base Interest Rate (BIR) remains unchanged at 3.75%.

The BIR has remained stable at this rate for past 17 successive quarters, commencing 1 April 2015, whereas the MPIR has been dropping progressively over this same period (it was 6.36% for the quarter commencing 1 April 2015).

Historic MPIR (and BIR) figures can be found [here](#). [Click to read more.](#)

## **Voluntary self-assessment tool for psychotropic medications and restraint**

ACSA Members received correspondence this week from the Aged Care Quality and Safety Commission relating to restraint management. This correspondence included a copy of a voluntary self-assessment tool relating to the use of psychotropic medications. This correspondence constituted an 'assessment contact'.

ACSA has received a number of member enquiries seeking clarification on a range of points out of the correspondence and the self-assessment tool.

We are in the process of compiling member questions and expressed concerns to raise directly with the Commission. [Click here to read more.](#)

## **Home Care Packages Program Data Report 1 January 2019 to 31 March 2019**

ACSA has prepared an analysis of the latest Home Care Packages Program report for the period 1 January 2019 to 31 March 2019. In short:

- 129,038 people were in the national prioritisation system at 31 March 2019, an increase of 1,290 from 127,748 at 31 December 2018.
  - There were 53,299 people who had been offered an interim home care package; and
  - 75,739 people who had not yet been offered a home care package.
- 94,156 people waiting for a home care package at their approved level were also approved for permanent residential care.
- The need for level 3 and 4 home care packages remains high and the wait times for level 2, 3 and 4 home care packages remains long.
- At 31 December 2018 there were 93,331 people in a home care package which is an increase of 2,685 from 90,646 at 30 September 2018.
- The number of home care providers continues to increase with 917 at 31 March 2019 an 83.8% increase in the number of approved home care providers from 499 at 30 June 2016.

[Click here](#) to view ACSA's analysis of the latest Home Care Packages Program Data Report with national and state/territory summaries.

## **Quality Indicator Program**

We have started to receive some member feedback raising concerns around the

Mandatory Quality Indicator Program and the National Aged Care Mandatory Quality Indicator Program Manual 1.0.

We are currently compiling member questions for us to raise directly with the Department of Health. If you have an issue or query you want us to be aware of please email Derek Dittrich, Manager Policy and Member Advice at [derek.dittrich@acsa.asn.au](mailto:derek.dittrich@acsa.asn.au)

We take this opportunity to remind members who provide residential care services that you are required to record and submit your QI data into the My Aged Care Provider Portal (the Provider Portal) as prescribed in Sections 5, 6 and 7 of the *National Aged Care Mandatory Quality Indicator Program Manual 1.0*. [Click here to read more.](#)

### **New My Aged Care website launched**

The new My Aged Care website was launched over the weekend, with a range of enhancements made as a result of extensive user input and feedback over the last 12 months. Some of these changes include:

- Simple navigation and clear steps to access aged care services;
- An updated service finder tool (renamed 'Find a provider') with faster search results, more filter options, consumer friendly language and improved information;
- Use of more white space to help people with vision impairments and people with cognitive decline; and,
- New content written in plain English that answers common questions people have when accessing aged care services.

[Click to read more.](#)



**ACSA** **OPAN** Older Persons Advocacy Network  
Aged & Community Services Australia

New pocket-size resource for aged care workers to help recognise and respond to elder abuse

**REQUEST YOUR FREE COPY NOW**  
email [enquiries@acsa.asn.au](mailto:enquiries@acsa.asn.au)

### **New Charter of Aged Care Rights starts 1 July 2019**

From 1 July 2019 the new Charter of Aged Care Rights will commence and provide the

same rights to all consumers, regardless of the type of Australian Government funded care and services they receive.

Aged care providers are required to assist consumers to understand the Charter.

Online resources are now available on the Department of Health's [website](#) for downloading and printing. The Department has advised that some hard copies of the resources will also be available shortly.

- A [Charter of Aged Care Rights booklet](#) has been designed to support understanding of the new Charter. The content informs aged care consumers of their rights and how to exercise them. The booklet also includes some information about aged care consumer responsibilities.
- A [Charter of Aged Care Rights poster](#) is available to display and promote awareness of the new Charter.

[Click to read more.](#)

### **The National Aged Care Mandatory Quality Indicator Program for residential aged care starts 1 July 2019**

The Mandatory Quality Indicator Program requires services to collect data from 1 July 2019 on every care recipient each quarter, against the following clinical quality indicators:

- Pressure injuries;
- Use of physical restraint; and,
- Unplanned weight loss.

The new requirements are contained in the [Aged Care Legislation Amendment \(Quality Indicator Program\) Principles 2019](#).

The [National Aged Care Mandatory Quality Indicator Program Manual](#) contains the definitions for each quality indicator and instructions for collecting and submitting quality indicator data. [Click to read more.](#)



### **Do you have vacancies within your organisation?**

Are you interested in co-designing a pre-employment project to train job seekers for specific roles within your business?

Funding may be available through the Australian Government Launch into Work program to help you meet your workforce needs. [Click to read more.](#)

### **2019 ACSA National Summit – early bird closes 22 August**



Register for ACSA's 32<sup>nd</sup> 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](http://www.acsasummit.com.au).



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

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

The End of Life Directions for Aged Care (ELDAC) website contains a [Residential Aged Care toolkit](#) developed by the University of Technology Sydney in consultation with

palliative and aged care experts. It is designed to assist staff working in residential aged care facilities with palliative care and advance care planning.

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



**PANETTA MCGRATH**  
LAWYERS

### 1 July checklist for aged care and retirement living

*Panetta McGrath Lawyers have industry involvement and experience in the aged care sector and understand the concerns and challenges facing aged and community care providers. [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

25 June: [Indexation woefully inadequate and unsustainable: services will suffer](#)

24 June: [New data on home care packages highlights need for action before Royal Commission concludes](#)

---



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

2 July: [Webinar: Deteriorating Resident: Presented by Carol Douglas, Nurse Practitioner](#) *\*Members Only\**

---

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

---

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

---

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

---

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

---

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

---

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

---

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

---

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](#)

## Training and Personal Development

Find a program that's right for you

[Programs >](#)



## Other Events

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



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

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

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

# ROCK THE BOAT

2019 National Elder Abuse Conference

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

Join a team of international, national and local experts as we explore the issues and challenges associated with elder abuse. Keynote speakers include [Paul Greenwood](#), who

has worked extensively prosecuting elder abuse cases, and [Bethany Brown](#), seniors' rights researcher at US Human Rights Watch.

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

Indexation rates for Residential Aged Care and Home Care Packages and changes to the Maximum Permissible Interest Rate (MPIR) - [click here](#)

Information for Aged Care Providers: Issue 2019/07 - [click here](#)

---



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

### NATIONAL PARTNERS



### INDUSTRY PARTNERS



ACSA Royal Commission Update | 28 June 2019 [View this email in your browser](#)

# ACSA Member Update

# Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



## Royal Commission Update - 22nd Edition

### Royal Commission hearings in Perth on 'person-centred care'

Dear Debra,

The fifth hearing of the Royal Commission into Aged Care Quality & Safety took place in Perth this week looking into two themes; person-centred care and palliative care.

Counsel addressing the Commission (Senior Counsel Peter Rozen QC) began by stressing the importance of the concept of person-centred care in aged care – pointing out the term had been used in 37 per cent of the 4564 public submissions received by the Commission to date and that it had been a clear theme in other hearings.

In closing the Perth hearing he said the evidence of the past five days had produced some key themes, including:

1. How social attitudes inform the delivery of aged care;
2. Importance of relationships (including respect, dignity and trust) to delivering quality care; and
3. Importance of organisational leadership in delivering quality person-centred care.

In summarising he said the Commission heard much evidence reflecting on what is 'person-centred care', as well as how 'task-focused' work detracts from person-centred care and also what it looks like when care relationships fail in aged care.

The Japara case study dominated the hearing and Counsel said: 'That evidence (of Japara) raises serious concerns' the Commission will consider, including whether staff time was dedicated to fuelling what appears to be a battle with Ms Hausler (rather than attending to her father Clarence Hausler in care.) 'The evidence suggests Japara rejects any suggestion the organisation could have handled things differently or better,' Counsel added.

In summarising, Counsel said the evidence underlined the importance of leadership in supporting a culture that values person-centred care. The different definitions of person-centred care suggested 'good relationships and really knowing the person are critical to providing good care.'

### **The things that caught the Commissioners attention**

The following points and themes were among the questions asked by Commissioners Briggs and Tracey during the hearings:

- Provision of specialist palliative care services in the home and the impact of delays in funding of packages;
- Advance care planning;
- The role of volunteers, how to recruit them and how to ensure their suitability for the work;
- How to practically start a better community conversation about death and dying;
- Enablement and rehabilitation using physiotherapy in the aged care residential setting;
- Provision of training places for specialist gerontologists or geriatricians;
- The possibility of a government-funded panel to provide advocacy for vulnerable people unable to negotiate the system alone. The Commissioner raised the possibility of Aboriginal representation on such a panel;
- Tools available to measure outcomes in dementia care and whether they need further development;
- Whether there has been work done on the 'skill set required to run an aged care facility or is it just that historically we have been reliant on nurses as the fit for the role?';
- Access to health care services from within a 'relationship-based model of care.' Commissioner Briggs offered her observations on "a tendency for Australians in particular to adopt an industrial-based model to just about anything, so things become a series of transactions and so on" – particularly in health care. She

- asked: How does the relationship-based model of care - blend the need for the provision of those health services with a relationship-based model?;
- The funding implications of 'keeping people in their own homes rather than in institutions.'; and
  - Criticism of claims in the paper from the sector 'against the government for not stopping the reforms while this Royal Commission sits.' Commissioner Briggs asked: 'It leads me to wonder, why is it that this sector isn't reforming themselves? Is it because they are so reliant on government funding that they expect the government to do it for them?' Clearly the Commissioner is unaware of ACSA stating that the Commission should not be used as an excuse not to take action on the things we know are needed, including more packages, addressing funding sustainability, the rural and remote and homeless supplements.

In his final remarks, Counsel flagged the upcoming Darwin and Cairns hearings. He also said the future hearings program over the next few months will examine what are the "necessary reforms to address systemic problems including regulatory oversight, sustainability and funding arrangements."

Counsel Assisting encouraged the public to continue to engage with the Royal Commission through public submissions via its [website](#).

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

### **Next for the Commission: Darwin and Cairns Hearings 8-12 July, and 15-17 July respectively**

The Royal Commission will hold a public hearing in Darwin from Monday 8 July to Friday 12 July, and in Cairns from Monday 15 July to Wednesday 17 July.

At these public hearings the Royal Commission will inquire into:

- Aspects of care in residential, home and flexible aged care programs, including:
  - Accessibility and availability;
  - Wound, medication and pain management;
  - Nutrition and hydration;
  - Continence care;
  - Mobility;
  - Social supports

- Rural and regional issues for service delivery of aged care; and
- Quality of life for people receiving aged care.

For more on the Darwin and Cairns hearings, [click here](#).



ACSA Member Update | 1 July 2019

[View this email in your browser](#)



## Member Update Media Alert



### Providers welcome new aged care quality standards

Aged care peak body Aged & Community Services Australia (ACSA) has welcomed new quality standards that come into force today and committed to ongoing collaboration with government, consumers and providers to see them fully realised.

ACSA CEO Patricia Sparrow says, "Standards which focus more on the individual is an important step forward in how we deliver quality care to older Australians. Aged care providers have engaged fully in the consultation process to develop the standards and have been working hard to be ready for their implementation.

"While some elements of the new standards were provided very late, ACSA raised these concerns and will continue to work productively with all involved to make sure the transition is as smooth as possible.

"We are feeling positive about the work that is being done to improve care and build confidence.

“It is also important that we recognise that structural problems and funding challenges make this transition more complex than a simple need to crack down on providers. Rules and regulations can’t be dealt with in isolation.

“We are not here to complain about regulation or make excuses. We will own up to mistakes when they occur, address them to ensure they don’t happen again and put forward positive solutions.

“The community can have confidence that aged care providers are working hard to see these changes through,” said Ms Sparrow.

**Media contact: Aliya Ahmad 0428 684 307**

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



## NATIONAL PARTNERS



## INDUSTRY PARTNERS



# ACSA Member Update

---

## Important Change to Charter of Rights Timings and 1 July Updates

Dear Debra,

Welcome to 1 July 2019!

ACSA has been successful in gaining an extension for CHSP members in having the Charter of Rights signed by clients. While the Charter needs to be sent out to all CHSP clients by 31/12/2019, as originally proposed, they now don't have to be signed and back with CHSP providers until 30/6/2020. This was to give time for annual service reviews to occur and the explanation and signing to be a part of that process. The Government has not extended this adjustment to home care package providers – even though it would also be appropriate for signing and explanation to occur as part of the annual review. All other dates for HCP, residential care and any other Commonwealth funded service remains the same.

This comes on top of achieving a 6-week extension for CHSP providers in returning information on grandfathered clients.

ACSA has also been active with the media raising the issues that providers haven't had all of the information required to ensure compliance with the new standards from today – particularly noting clinical governance frameworks (see [media clip](#)).

The guidance document for Open Disclosure is newly released and is available on the Aged Care Quality and Safety Commission's website (see [here](#)).

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.

In addition, ACSA is seeking clarification on consent for chemical restraint in the new legislation that comes into effect today. The regulation does not make it clear that the GP or medical practitioner is responsible for gaining consent. We have raised this with the new Minister and will keep you up to date on progress on this matter.

We are still seeking member queries on the self-assessment tool for restraints and the QI guidelines. Please contact Derek Dittrich, Manager Policy and Member Advice, [derek.dittrich@acsa.asn.au](mailto:derek.dittrich@acsa.asn.au) with any comments or questions.

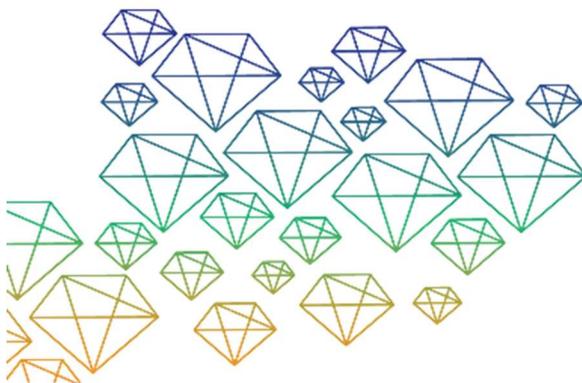
ACSA is here to support you through this challenging time. You can call or contact us with queries on [MemberAdvice@acsa.asn.au](mailto:MemberAdvice@acsa.asn.au)

If your individual organisation needs help with meeting the standards please check out our quality portal [here](#). If you need assistance as a result of a Quality & Safety Commission visit or audit our Consultancy service may be able to offer support or refer you to reliable alternative support please contact Julie Anderson, ACSA Manager - Consultancy, 0418 886 299 or [consultancy@acsa.asn.au](mailto:consultancy@acsa.asn.au).

Regards,



Pat Sparrow, CEO



WA - July 12 | SA - July 19 | QLD - July 24 | NSW/ACT - July 25 |  
TAS - July 31 | VIC - August 9  
[acsa.asn.au](http://acsa.asn.au)



## NATIONAL PARTNERS



## INDUSTRY PARTNERS



NCOSS eNews with the latest from the community sector

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

# eNEWS



Powered by **leap communityNet**

## A MESSAGE FROM NCOSS CEO



Dear All,

When it comes to looking after those in our community who are vulnerable and disadvantaged, last week's state budget was a disappointment. There was no additional funding to support the Government's post-election commitment to tackle social issues and reduce disadvantage. And in a further blow, it has since been discovered that indexation for NGOs funded through FACS has been set at 1.75% despite a National Wage Case decision for a 3% increase for workers employed under the Modern Award. To add to the confusion, it appears that indexation for health funded NGOs has been set at 2.5%. NCOSS and other peak bodies are working with their members to understand the impacts of this on service levels and to raise the issue with relevant Ministers, MPs and other decision makers. A range of resources is being

developed to assist NGOs to take the issue up locally and highlight the detrimental effect it will have on people dealing with challenges or facing tough times. We will provide access to these shortly but in the meantime you can see the [media on this issue here](#) and [here](#). Please also get in touch with your peak body or with NCOSS if you have a story that highlights the steps you will have to take and the devastating impact this will have on your community.

NCOSS has been developing its 2019-22 Strategic Plan in consultation with members, funders, partners and other stakeholders, taking account of the changing landscape for NGOs and drivers of poverty and disadvantage in NSW. A draft plan is now available for comment until 26 July. You will find [it here](#), we would love to hear your views before we finalise it. You can provide feedback by emailing

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

Be Well

- Joanna Quilty, NCOSS CEO

NCOSS e-news is changing! Stay tuned for our new editions where we will continue to keep you up to date on sector news, opportunities and all our NCOSS work!

Leep will no longer be managing Big Picture Sector e-news for NCOSS and we thank Leep for all they have done. We encourage you to also sign up to receive Leep's e-news focusing on Digital Inclusion, Volunteering News and Opportunities and Western NSW (community sector news). [Click here to subscribe](#).

## NCOSS NEWS & EVENTS

### EASY ENGLISH ENERGY HARDSHIP GUIDE



The Australian Energy Regulator has developed [an 'Easy English' translation of the standard parts of energy retailers' Customer Hardship Policies](#). Consumer advocates and support services may wish to use this resource to support people to access and understand their rights when experiencing financial hardship.

### SUBMISSION TO IPART ON OPAL FARES FROM 2020 AND ON-DEMAND TRANSPORT



NCOSS has made a submission to IPART that proposes several recommendations for changes to Opal fares that will make access to transport easier for people who are experiencing poverty and disadvantage. These include deeper concessions to people on income support such as Newstart and community consultation around the roll-out of on-demand options. Read the submission [here](#).

## INFRASTRUCTURE NSW AND INNER SYDNEY VOICE LAUNCH THE GET READY FOR FLOOD PROJECT



Infrastructure NSW is leading a project that builds on the [Community Resilience Innovation Project](#) with Inner Sydney Voice by focusing on the resilience of social housing communities. The project aims to build the resilience of tenants and facilitate stakeholder collaboration on a flood strategy for the Hawkesbury-Nepean Valley (HNV). More information [here](#).

## COST OF LIVING, A SERVICE NSW INITIATIVE AIMED AT MAKING IT EASIER FOR HOUSEHOLDS TO ACCESS REBATES & SAVINGS



The [Cost of Living](#) website is the NSW Government's one-stop shop initiative where individuals can check their eligibility and access up to 70 savings and rebates available. Service NSW provides a free one hour face-to-face appointment with a Cost of Living Specialist at selected Service NSW centres to anyone who needs help assessing their eligibility and the application process. Community organisations are encouraged to use the 'savings finder' tool located on the website to help those they support access additional assistance. For more

information, [click here](#).

## NSW COMMISSIONER FOR AGEING AND DISABILITY COMMISSIONER TO START 1 JULY



NSW. The Commissioner will be appointed shortly.

[Legislation establishing the NSW Commissioner](#) for Ageing and Disability was passed by the NSW Parliament following vigorous debate. The functions of the Commissioner include dealing with allegations of abuse, neglect or exploitation of adults with disability and older adults and conducting investigations. One of the first tasks for the Commissioner will be to deliver a report to parliament (due December 2019) on funding arrangements for independent specialist advocacy, information and representative organisations for people with disability in

## UPCOMING NCOSS PROFESSIONAL DEVELOPMENT EVENTS

- [NGO Research Forum](#) - 28th August 2019
- [7 Digital Marketing Strategies for Non-Profits & Advocacy Services](#) - 24 July 2019

**COMMUNITY SERVICES NEWS & RESOURCES**



## 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](#)

## REPORT: VOLUNTEERING AND SETTLEMENT IN AUSTRALIA - A SNAPSHOT



New migrants and refugees are very involved in volunteering, with two-thirds becoming involved within 18 months of their arrival. A new report explains how the benefits flow both ways.

[Read More](#)

## HOW CAN PUBLIC AND SOCIAL VALUE BE MEASURED?



In an era of managerialism and monetisation, how can outcomes like 'clients feeling less isolated' be accurately valued? A new UK report uses case studies and analysis to conclude that such complex benefits can indeed be captured and managed.

[Read More](#)

## NEW DISABILITY INCLUSION STRATEGY FROM THE UNITED NATIONS



Advocates have claimed the UN's new disability inclusion strategy is a giant leap for inclusion. Members of the UN have argued that inclusion is a "Fundamental human right" and paramount in achieving it's Sustainable Development Goals for 2020.

[Read More](#)

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

## PROFESSIONAL DEVELOPMENT EVENTS

### THE LEADER'S WAY: EXPAND YOUR PERSPECTIVE - COLLECTIVE PURPOSE - SYDNEY 25-26 JULY 2019



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

[Read More](#)

### DIGITAL MENTORS: HEART OF THE DIGITAL REVOLUTION - JULY 26TH



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

[Read More](#)

### DISCUSSING SEXUAL HEALTH WITH YOUNG PEOPLE - 2ND JULY 2019 - WESTERN SYDNEY



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

[Read More](#)

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

## IN BRIEF

**Digital Marketing Strategies for Non-Profits & Advocacy Services** - register NOW to learn "tricks of the trade" in an upcoming workshop to build skills to engage with digital marketing and social media. Register [here](#).

**NCOSS TEI Sector Assistance Strategy Update** - Additional TEI Outcomes Measurement Practice Workshops scheduled for July and August. Have you seen NCOSS' one-page 'cheat sheets', aimed at capturing your FAQs about DEX SCORE Outcomes? These and more in [NCOSS' 17 June TEI project update](#).

[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](#)



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

Email advertising opportunities available.

Contact [communitynet@leep.ngo](mailto:communitynet@leep.ngo) for more information.



## Drought Assistance Sites and Contacts



Drought Assistance  
Sites and Contacts.c

## Family Services Australia and IMB - Securing the Safety of Women and Children



FSA and IMB  
Securing Women an

Hi Everyone,

I am forwarding an email from Dementia Australia, regarding some upcoming education being provided in Tamworth – see attachments.

Kind regards,

Cate

Cate Doyle

**Coordinator - Memory Assessment Program**

Office Days: Tue - Fri



Enrolment Form - DE Flyer Tamworth  
DE Tamworth Aug 2016 Aug 2019.pdf

Dear Interagency Member

I have now officially handed over the Interagency secretariat to Anne Rix, the new AFSS Manager.

Please note that all material you wish to be distributed to our network should now be addressed to [interagency@familysupport.org.au](mailto:interagency@familysupport.org.au)

It's been great working for the Interagency over the last few years and I'm so happy to have found someone as competent and dedicated as Anne to take on this task.

I'll see you at our September meeting as I'll still be on leave for the next one.

Best wishes

Jane

**Jane Davies**

Coordinator Armidale Volunteer Referral Service



INVESTARMIDALE.COM.AU

## FREE Armidale eSafety workshops



Tamworth eSafety  
Flyer - Parents.pdf



Tamworth eSafety  
Flyer - Workers.pdf



Armidale eSafety  
Flyer - Parents.pdf



Armidale eSafety  
Flyer - Workers.pdf