



NESST (New England Sector Support Team) Newsflash

Hi Everyone,

After receiving some great feedback, we have tweaked how we do the Newsflash. The table of contents is now interactive, so if you see an article you'd like to read, just click on the link in the table of contents and you will be taken directly to the article. We're also no longer sending the Newsflash in PDF so that you receive a copy with live links. We hope you enjoy the new format.

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New England Sector Support Team

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Quality Aged Care Standards Training

Workshop Content:

NESST partnered with GoCo and the Department of Fair Trading will be working together to provide training on the Aged Care Quality Standards. This training will decipher the expectations and requirements of the standards with practical examples to help you implement and work well, within the guidelines.

Links to register for these free training events:

Narrabri Thursday 1 August 2019

<https://www.stickytickets.com.au/88040>

Tamworth Wednesday 7 August 2019

<https://www.stickytickets.com.au/88042>

Uralla Monday 12 August 2019

<https://www.stickytickets.com.au/88052>

Inverell Tuesday 10 September 2019

<https://www.stickytickets.com.au/88050>

9:30 am to 2.30 pm

New England Dementia Forum

'Practically Dementia'

Practical ideas for supporting people living with dementia

Date: Wednesday 4 September 2019

Time: 9:00am — 2.45pm

Venue: Tamworth Community Centre — 3A Darling Street, Tamworth

Parking: Free street parking and some parking at rear of building

RSVP: Friday 23 August 2019 \$40 including ticketing fee (includes morning tea & lunch)

Register at <https://www.stickytickets.com.au/85595>

Royal Commission Update - 24th Edition

Royal Commission Hearings in Cairns

The seventh hearing of the Royal Commission into Aged Care Quality & Safety took place in Cairns this week incorporating:

- Another case study highlighting issues in the quality of clinical and personal care provided in an aged care home;
- The quality of food and nutrition in aged care with evidence from expert witnesses about the impact this aspect of care has on clinical outcomes and quality of life;
- Expert witnesses from nursing reflecting on the quality of life in aged care including what it looks like in practice and their views of the tension between clinical care, on the one hand, and quality of life on the other and how best to achieve a balance.

In his closing remarks, Senior Counsel Assisting Peter Rozen QC said the evidence heard over the past two weeks suggested that dignity is an “essential element of quality of life” which is often compromised, sometimes in small ways that can have a profound effect on personal wellbeing.

“It is clear from the evidence that care encompasses clinical and personal elements as well as quality of life. These can be different sides of the same coin and the point was illustrated yesterday with evidence that focused on food and nutrition but applies equally to any number of care domains.”

He said the systemic issues identified in the last eight days of hearings included:

- Workforce challenges;
- Deficiencies in information-sharing;
- The collection and application of data;
- Access to services;
- Perverse incentives to funding; and
- Lack of focus on prevention.

He added: “Another tension that arises in the evidence concerns the different dimensions of care and whether the residential aged care facility should be like a hospital, like a home or like a hotel.

In closing he said the evidence had raised questions which remain for the Royal Commission including:

- Whether concerns about quality and safety in aged care will be addressed by the current funding models;
- Issues arising about the current aged care workforce; and
- Existing accreditation and standards and the mandatory quality indicator program.

“Some of the evidence heard has touched on these questions and the Royal Commission will return to try and answer them in future hearings.”

The things that caught the Commissioners’ attention this week:

The following points or themes were among the questions asked by Commissioner Briggs and Tracey during hearings this week:

- Practices around meal service in residential care and the scope for meals to be more ‘flexibly produced’ according to individual preferences for different food and service times;
- Recruiting staff and the practices around recruiting to fit with organisational ‘values’ rather than skills;
- Residential aged care and the interface with external, expert practitioners;
- Staffing models for home-like models of care;
- Alternative models of care and how they are staffed and funded;
- Availability of external expertise and the risks associated with excluding experts from clinical governance structures; and
- Caring for residents with end-stage dementia and whether they are housed separately to the remainder of the resident cohort.

Release of sector performance data from the Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission has published the latest sector performance data on their website. The reports include performance data from their regulatory and complaints functions and can be found on their website [here](#).

ACSA National Workforce Symposium Series

ACSA events in the national Workforce Symposium series, to be held across the following states in August and September 2019:

- Perth, WA - 21 August, 9am-4pm – [register now](#)
- Brisbane, QLD - 23 August, 9am-4pm - [register now](#)
- Adelaide, SA - 30 August, 9am-4pm - [register now](#)
- Melbourne, VIC - 3 September, 9am-4pm - [register now](#)
- Launceston, TAS - 10 September, 9am-4pm - [register now](#)
- Sydney, NSW - 12 September, 9am-4pm - [register now](#)

During this time of significant change and growth for our sector, the ACSA Workforce Development Symposium offers insights on increasing, managing and transforming the aged care workforce.

This is a dynamic and diverse program bringing together sector leaders and industry professionals from across the country. The Symposium offers a range of highly engaging and educational sessions focused on how we build, manage and support our people in providing quality care and services.

ACSA invites you to join your colleagues from across the sector to explore the challenges, opportunities, strategies and systems that can strengthen organisational efforts to plan, attract, support, and develop the workforce they need in a future characterised by an increased focus on the consumer and quality.

This full-day program has been developed for Chief Executive Officers, Executives, General Managers, Directors of People & Culture and Senior Human Resources Managers charged with leading residential and retirement living businesses and home care services.

Latest News



[Commission hears of resident's decline after failing to get home care](#)

The royal commission has heard how an elderly woman who had to enter residential care after being told she would have a 12 month wait for home care died of infected ulcers three months later.



[Home visits help hip fracture patients](#)

Hip fracture patients who have a home visit with an occupational therapist prior to leaving hospital have fewer readmissions and more functional independence after three months than those who don't.



[Training helps financial planners detect elder abuse](#)

Financial planners can complete an accredited training program to help them detect and prevent financial abuse of seniors.



[The value of off-road driving assessment for elderly driving safety](#)

Driving assessment tools are gaining traction, as a way to accurately predict an individual's capacity to drive without ever leaving the health professional's office.

[Read more](#)



[Stopping preventive medicines linked to increased frailty](#)

Older people who stop taking preventive medicine experience increased frailty compared to those who keep taking the medication.

Events



[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 \(part of i-ATE\)](#)

Aug 27 – Aug 28 all-day



[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.



[Aged Care Strategy Leaders Surviving, sustaining and thriving in times of change](#)

Sep 25 – Sep 27 all-day

(Co-locating Future of Aged Care & Aged Care Financial Leaders Summits)



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

Oct 27 – Oct 30 all /

Australian Charity Guide

Connecting Australians with Charities Every Day

Registrations Closing for Final Seminars - Don't Miss Out!



WHERE AND WHEN

Adelaide - Friday 26th July at Guide Dogs SA, Adelaide CBD (**registrations close today**)

Sydney - Friday 9th August at Beaumont People, Sydney CBD (**4 places remaining**)

Brisbane - Friday 30th August at QIMR, Herston (**7 places remaining**)

REGISTER NOW



fundraising academy

BECOME A BETTER FUNDRAISER

Brisbane 1st & 2nd August - Flight Centre Travel Group, South Brisbane

Perth 6th & 7th August - St Catherine's College, Perth

Adelaide 12th & 13th August - Volunteering SA&NT, Adelaide

Canberra 15th & 16th August - Youth Coalition of the ACT, Canberra

Melbourne 19th & 20th August - Cancer Council Victoria, Melbourne

Sydney 28th & 29th August - Beaumont People, Sydney

Click [HERE](#) to register.

REGISTER NOW

Latest NFP Sector News



latest news

- Labor alarmed by NDIA exodus - read more [HERE](#)
 - Vollie - connecting charities with skilled volunteers - read more [HERE](#)
 - Corporate Partnerships Workshop Tour - read more [HERE](#)
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Connecting Up – Digital learning news

Upcoming webinars and online workshops

Can't attend on the day? You don't have to miss out! Register now and receive the recording when the webinar is done

Connecting Up's online learning program is designed to build the capability of the not-for-profit sector and give you the knowledge and skills you need for greater impact. If there is a particular topic you'd like some training on, please let us know by emailing events@connectingup.org.

Visit www.connectingup.org to see the full list of upcoming webinars, online workshops, and other learning opportunities available through Connecting Up.

Did you receive this email from a friend? Subscribe to the Events & Training newsletter and stay up to date with all Digital Learning News.

SUBSCRIBE TO DIGITAL LEARNING NEWS

Survey - what are your biggest social media challenges?



After 10 successful Social Media Bootcamps it is time for something new. Please take a moment to tell us about your biggest challenges, when it comes to implementing social media in your organisation, and we'll make sure to include this in our upcoming webinars and workshops!

[GIVE US YOUR OPINION](#)

Premium Webinars

Premium Members attend for FREE - conditions apply*

What you need to know about Facebook Ads as a Not for Profit



Date: 25 Jul, 2019

Time: 11:00am - 12:00pm AEST

Cost: \$30 ex.GST

Facebook Ads & Instagram ads are one of the most targeted and cost-effective ways to reach your target market and audience, and advertising is now an essential part of any social media strategy.

To ensure your valued advertising dollar goes as far as possible, it's important to understand how the Facebook advertising platform works, which is where you can also place ads on Instagram.

Join us for this one hour webinar and learn the difference between organic and paid posts (boosted posts), what dark posts are, and the possibilities of taking your advertising to even higher levels by being introduced to the wider possibilities for Facebook advertising via Facebook Business Manager.

Purchasing & upgrading your computer hardware & software



Date: 20 Aug, 2019

Time: 11:00am - 12:00pm AEST

Cost: \$30 ex.GST

In this webinar, Christine David will explain your options when considering an upgrade of your computer, tablet or mobile phone. Learn what the technical specifications really mean so you can ensure your purchase meets your needs now and into the future. Use the checklist to work through your requirements and plan for a trouble-free upgrade with minimal downtime.

Find out how to check that your existing software and peripherals are compatible with your chosen model before you sign on the dotted line and waste hours only trying to get everything to work. Know where to go for your purchases to get the best deals. Ensure you can back up your data for a smooth transition to your new device. Plan for

REGISTER NOW

Grants 101: Strong Project Budgets



Date: 7 Aug, 2019

Time: 11:00am - 12:00pm AEST

Cost: \$30 ex.GST

How do you factor in volunteer time to your grant project budget? Should you put in overheads? How do you ask for salaries when funders don't fund them?

Strategic Grants and their funder friends frequently see the same mistakes made in grant application budgets. Many funders have financial backgrounds and look to your budget section first when assessing grant applications.

This webinar covers the key steps to avoid budget pitfalls and put together a strong grant project budget to help give your applications their best chance at success!

REGISTER NOW

your upgrade; spur of the moment purchases may cost you dearly!

REGISTER NOW

A guide to writing shareable, actionable blogs



Date: 29 Aug, 2019

Time: 11:00am - 12:00pm AEST

Cost: \$30 ex.GST

Blogs are an ideal way for not for profit organisations to regularly update your volunteers, supporters, influencers and advocates of your latest news and how you make a difference. Blogs tell your stories, connect your community and nurture donors. But successful blogs require planning and active writing to help organisations engage and build emotional connections.

Andrea will share insights and practical advice to help you write blog copy that engages and ultimately drives donations and advocacy.

Attendees of this webinar will also receive a copy of a blog writing mini-booklet

REGISTER NOW

Free Webinars

eLearning - LMS, SCORM, Tin Can - what does it all mean?



Date: 8 Aug, 2019

Time: 11:00am - 12:00pm AEST

Cost: FREE

In this webinar Nerida Nettelbeck, Director from Platform One Digital Services will guide you through the maze of eLearning including:

- What is an LMS (Learning Management System)
- Why do you need an LMS and how would I choose one that is right for me?
- How do you create engaging, interactive eLearning content?
- What software should you use to create eLearning modules?

Reporting for Grants



Date: 28 Aug, 2019

Time: 11:00am - 12:00pm AEST

Cost: FREE

Reporting for Grants can be time-consuming, and this webinar will give you tips on how to get financial acquittal reports completed with less effort. It will help those of you using spreadsheets, including tips on exporting numbers from MYOB, Xero or QuickBooks and some advice on how to avoid common spreadsheet errors.

For users of Calxa it will show you how to use Account Trees to create the header accounts you need for reporting and how to use Metrics and KPIs to bring in the non-financial numbers that are often required.

- Can we create courses ourselves or do we always need to get someone else to do them?

Time will also be dedicated to answering any questions that you have.

REGISTER NOW

A practical introduction to Power BI



Date: 14 Aug, 2019

Time: 11:00am - 12:00pm AEST

Cost: FREE

Microsoft's PowerBI is the perfect tool to support your organisation to generate insights and trends on your service provision.

In this webinar, you will learn:

- What is PowerBI?
- What can PowerBI do for your community based organisation?
- What are the different data sources you can access?
- How to link your data to PowerBI
- Generating visualisations with your data
- Developing a dashboard

REGISTER NOW

REGISTER NOW

KPIs for NFPs



Date: 3 Oct, 2019

Time: 11:00am - 12:00pm AEST

Cost: FREE

This webinar will give you an introduction to a range of KPIs commonly used in Not-for-Profit organisations and tips on how to prepare them using a spreadsheet and a tool like Calxa. We will cover a range of KPIs covering operations, finance and cashflow. You'll learn some of the simple formulas you can use and how to maximise the investment you have in your accounting software to produce the necessary results with minimum effort.

As well as standard ratios, the webinar will also introduce the concept of unit costing which is of interest to many Not-for-Profits.

REGISTER NOW

Want more?

Cohort Consulting: Digital Transformation/IT Strategy on a Plate



The quarter 3 cohort starts on **28 Aug 2019**. If you plan on attending, secure your spot now before it fills up - spaces are very limited!

SECURE YOUR SPOT NOW

Featured product: Calxa



Calxa integrates with MYOB, Xero and QuickBooks Online and simplifies the process of budget creation and management to save you hours or even days every month. Structured but flexible reports give you accurate, reliable data to report to boards or grant providers while still allowing some customisation to fit your individual needs.

CALXA PREMIER

*Premium membership and premium webinars:

Premium members can attend Premium (\$30) webinars for free up to the value of \$450 per year. This does not apply to workshops and bootcamps.

For a full list of benefits available to Premium members, [click here](#).
