



NESST (New England Sector Support Team) Newsflash

Hi Everyone,

Welcome this week's edition of the NESST Newsflash. The table of contents is now interactive, so if you see an article you'd like to read, just press the Ctrl key and 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.

New England **Sector Support Team**



Phone: 02 6772 3950

Contents

Quality Aged Care Standards Training	2
Inverell Standards Training	2
CHSP Forum	2
Social Support Forum	2
Community Care Review	3
DSDA customer story	4
ACSA Weekly	7
ACSA Weekly The Future of Aged Care National Conference.....	15
Dignity of Risk Forum - Northern Rivers	18
Australian Federation of Employers & Industries.....	21
Board Matters	22



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.

Inverell Standards Training

10 September 2019 9.30 am to 2.30 pm

To register for this event please follow the link:

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

This forum is a chance to network with colleagues and get the latest news on what is happening in the world of CHSP. The forum will include the opportunity for you to raise and discuss issues that are a concern to your service provision.

CHSP Forum

Tamworth 18 September

To register for this event please follow the link:

<https://www.stickytickets.com.au/86599>

Networking opportunity

Social Support Forum

Where: Armidale – NESST Office 2/87 Beardy Street, Armidale 2350

2 October 2019 10 am to 3 pm

To register for this event please follow the link:

<https://www.stickytickets.com.au/88722>



Community Care Review

COMMUNITY Care REVIEW

Australia's magazine on home and community-based care and support



INS
INS LifeGuard

Emergency Response by Qualified Nurses
In-Home and Mobile Alarms | TeleHealth Services | Registered NDIS Provider

For more information: 1800 636 226 | theinsgroup.com.au



Latest News



[Lack of NDIS housing literacy means participants miss out](#)



Gaps in the understanding of homelessness by NDIS service providers are preventing people accessing the housing support they may be entitled to.



[Calls for across the board dementia training for hospital staff](#)

Australia's peak dementia advocacy body is calling for mandatory dementia training for all hospital staff including those in catering and cleaning roles.



[One-in-six older Australians at risk of frailty](#)

Around one in six community-dwelling older Australians may be living with clinical frailty, a global analysis suggests.



[DSDA customer story](#)

For many clients, a driving license is a ticket to the outside world and a symbol of freedom. When someone has driven their entire lives, it's understandable why stopping driving is difficult for all involved. Pearson speaks to an Eastern Health Occupational Therapist who uses **DriveSafe DriveAware** as the missing link for assessing fitness to drive

[Read more](#)

Sponsored



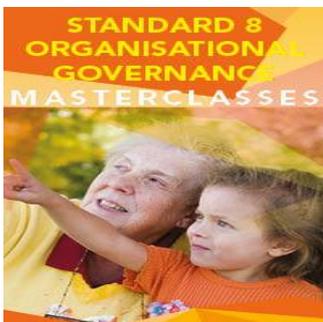
[Carers Qld left out of new \\$5m provider network](#)

Ten not-for-profit organisations have received \$5 million to establish a new regional network of carer service providers.



Events

Presented by Australian Ageing Agenda Advertisers



[Standard 8 Organisational Governance Master Classes](#)

Jul 27 – Sep 6

Join your fellow directors, CEOs, executives and managers to enhance your understanding of Standard 8 and the practical steps and activities you should take.



[2nd Retirement Living Forum](#)

Aug 26 – Aug 28

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

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

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

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'.



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

Sep 25 – Sep 27

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



[Home Care Seminar- for new staff and Providers](#)

Oct 24

Workshop designed for those who may be new to the Home Care sector in Australia



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

Oct 27 – Oct 30

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



[LASA National Congress 2019](#)

Oct 27 – Oct 29

LASA National Congress 2019 will be held at the Adelaide Convention Centre from 27-29 October. Be a part of the largest age services event in the Australasia.



ACSA Weekly

Issue No. 131 | 29 August 2019

[View this email in your browser](#)



This week in quality standards

There is so much happening in aged care now it is hard for all of us to keep up!

I thought I'd give you a quick a snapshot of key work your ACSA team has been prosecuting on your behalf over the last week or so, including continued meetings with politicians of all persuasions on the very real challenges facing members in delivering quality care.

Sustainability of the sector is the key topic of conversation as we advocate for immediate support, while the Royal Commission continues and determines what its final recommendations will be.

While we are arguing that more money is needed overall, we are specifically seeking a reinstatement of the 9.5% uplift in residential aged care that ceased on 30/6/2019, a higher rate of indexation, adjustments to the homeless and rural supplements as well as more home care packages.

We are also raising the issues members are telling us about in our various state and national committees (including home care, residential care and housing/retirement living).



Issues we have raised recently include the MPIR, Integrated Carer Support and impact on access to respite care, the disconnect between the CHSP and DSS Grants Hub and the status of the quality indicators (the short answer is that they are optional - [read more](#)) to name but a few.

In addition, this week ACSA met with the Human Rights Watch Commission to discuss their concerns with the restraint requirements [Quality of Care Amendment (Minimising the Use of Restraints) Principles 2019]. While it is looking into use of restraint generally in aged care, it has raised particular concerns with this legislation and whether it will achieve minimisation or eradication of restraints.

ACSA has been raising the lack of clarity in the Bill around consent which is fundamental to ensure restraint is appropriately prescribed and managed. While the Bill has been in force since 1 July some have expressed the view that it should be disallowed in favour of a more considered approach to this issue. ACSA will keep you up to date on this debate. Even before the legislation was finalised ACSA produced a policy position to assist members in managing this matter – [download policy](#).

The ACSA/COTA/Criterion conference series continued this week with a focus on quality & Safety. There were great presentations on individual provider initiatives in embedding the new standards as well as learning from the health system in use of quality indicators, clinical governance and open disclosure. To assist you in meeting the new standards, Meaningful Ageing Australia also shared some great resources, available free. You can find them on the Meaningful Ageing Australia website [here](#).





Don't forget that there is much support and assistance available for you as you bed down the new standards through the [ACSA Quality Portal](#).

Regards,
Pat Sparrow, CEO

Quality indicator targets for the National Aged Care Mandatory Quality Indicator Program

ACSA asked the Department of Health if the quality indicator targets for the National Aged Care Mandatory Quality Indicator Program were mandatory or optional. The short answer is that they are optional. For more information read [here](#).

ACSA presents at Quality in Aged Care conference

The ACSA/COTA/Criterion Quality in Aged Care conference was held in Sydney this week. Both ACSA and COTA presented on quality with Pat Sparrow highlighting the difference between transactional and relational care and talking about the significant financial constraints now facing the majority of aged care facilities around the country. [Read more](#)

Young people with disability in residential aged care

The NDIS Quality and Safeguards Commission has issued two fact sheets which explain the role and responsibility of the NDIS Commission, the rights of NDIS participants, and the requirements and obligations of residential aged care providers. For more information read [here](#).

Home care payments in arrears

ACSA met recently with the Department of Health to discuss the home care payments in arrears 2019-20 Budget measure. The Department of Health is in the initial stages of thinking about how the measure can be implemented and intends to consult home care providers in the coming months. For more information read [here](#).

Evaluation of the Aged Care System Navigation Measure Consultations

The Aged Care System Navigator Measure (Measure) has been trialled around Australia since October 2018 and will conclude June 2020.



The Department of Health has commissioned Australian Healthcare Associates (AHA) to evaluate the Measure. As a part of this review process AHA has developed a Discussion Paper with the purpose to better understand perspectives from those who are familiar with, worked with or have views about, navigator models. This feedback will inform policy considerations for the navigation model.

The Discussion Paper is available [here](#). This consultation closes 16 September 2019 and responses can be lodged [online](#) or on the feedback form.

ACSA will be providing feedback to this consultation. ACSA welcomes your comments and perspectives. Please send your comments to Fiona.Panizzon@acsa.asn.au by close of business Wednesday 10 September 2019.

Six key factors driving home care growth **sponsored content**

EPICOR

Are you prepared for a market transition which is already well underway? In the years ahead, a new wave of aged care consumers will bring fundamentally different expectations for their care than what aged care organisations have been used to providing. The growth and demand for home care is one of the best examples of how the market is evolving, which is why an awareness of the six key factors driving growth is imperative. [Find out more](#)

Help evaluate the impact of digital training tools for Residential Aged Care Facilities (RACFs)

Macular Disease Foundation Australia (MDFA) has developed [digital training tools](#) for RACFs. They aim to help staff and families understand the visual needs of residents and better care for those with vision loss and blindness.

MDFA wishes to evaluate the reach, usefulness and impact of these resources. It asks that you take a few moments to view the resources and complete the short online survey - [available here](#).

FREE Aged Care Workshop - ELDAC

ELDAC is running a series of [free workshops](#) designed for Residential and Home Care managers, nurses and care workers. Anyone providing palliative care or advance



care planning to older people will find this workshop useful. Next event is **20 September in Brisbane**. For more information and to register go to the ELDAC website [here](#).

Welcome to new ACSA members

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

- [Chinese Welfare Services of SA Inc](#)
- [Fair Haven Free Reformed Retirement Village](#)
- [Sunrise Supported Living \(Tuncurry\)](#)

We want to share your stories

ACSA's members are providing innovative and quality services to thousands of older Australians every day – and we'd like to share some of these stories with others through ACSA Weekly.

Please send us any of your stories that feature your services at their best, and make sure our email acsacomms@acsa.asn.au is on your distribution list for any media releases or updates so we can share the news with the rest of ACSA's membership.

Invited Speaker
Professor Hal Swerissen
Fellow, Health Program GRATTAN Institute

ACSA
Aged & Community Services Australia

32nd National Summit
PURPOSE PEOPLE PERFORMANCE
8-10 OCTOBER 2019
Melbourne Convention and Exhibition Centre
www.acsasummit.com.au



ACSA's State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

WORKFORCE SYMPOSIUM
Enhancing our most valuable asset

REGISTER NOW

WA | SA | VIC | TAS | NSW
August - September 2019

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

30 August - 12 September: [National Workforce Symposium Series](#) (SA, TAS, VIC & NSW)

3, 5, 6 September: [Standard 8, Organisational Governance Masterclasses \(VIC\)](#)

19 September - 28 October: [Standard 8, Organisational Governance Masterclasses](#) (NSW, ACT, QLD)

19 September - 16 October - [If it's not documented, it didn't happen](#) (QLD & WA)



8 - 10 October: [2019 ACSA National Summit](#) (Melbourne)

4-14 November: [Leadership, Quality and Transformation Symposium](#) ****save the date****
(NSW, SA, TAS & WA)

8 November: SA Retirement Living Symposium ****save the date**** (SA)

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

Other Events

Compassion Revolution Conference - Melbourne, 10-11 September



Compassion Revolution is a new kind of conference for people in health and care industries who are hungry for positive change. We are bringing together people with lived experience; world class clinicians; storytellers; creatives; entrepreneurs and a room full of amazing humans who care. [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.

Women in Health & Aged Care Leadership Masterclass - Sydney & Melbourne

- Sydney, NSW - 30 September & 1 October - [find out more](#)
- Melbourne, VIC - 3 & 4 October - [find out more](#)



The inaugural [Women in Health & Aged Care Leadership Masterclass](#) is your opportunity to develop a toolkit for career progression and to network with like-minded peers. The masterclasses will be facilitated by Dr B Anne Brand. *ACSA members can get \$200 off the ticket price. Use the code CC*ACSA.*

The Future of Aged Care beyond the Interim Report of the Royal Commission - Melbourne, 19-21 November



The **COTA & ACSA Future of Aged Care Beyond the Interim Report of the Royal Commission National Conference**, running in Melbourne from 19th to 21st November, will be the first opportunity to critically unpack and explore the Interim Report, with strategic insights from key industry leaders and experts. *ACSA members can get \$200 off the ticket price. Use the code CC*ACSA.*

Publications, reports, grants and resources

Russell Kennedy - Voluntary Assisted Dying: What do Retirement Village Operators need to know? [Find out more](#)

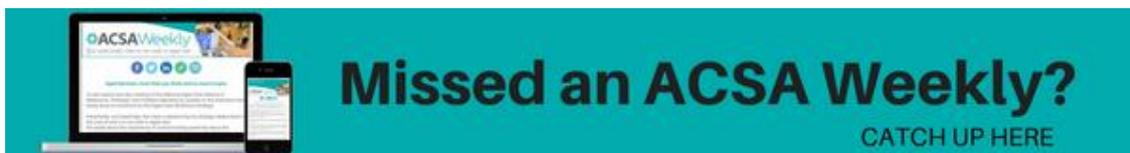
Political Alerts (FED)

Interested in state-specific political alerts? Please check [state news](#).

New Housing Data Dashboard goes live (FED)

The Morrison Government is continuing its focus on social and affordable housing by today announcing the release of a new housing data dashboard from the Australian Institute of Health and Welfare (AIHW) and Treasury. Minister for Housing and Assistant Treasurer Michael Sukkar MP and Assistant Minister for Community Housing, Homelessness and Community Services, Luke Howarth MP welcomed the launch of the dashboard today. The dashboard which brings together for the first time approximately 7 million data points from across 20 key national housing and homelessness datasets. Minister Sukkar said the AIHW was funded in the 2018-19 Budget to develop the dashboard in conjunction with Treasury. [Read more](#)

ACSA Weekly The Future of Aged Care National Conference



ACSA Member Update | 3 September 2019

[View this email in your browser](#)

Use code CC*ACSA & save \$200

The Future of Aged Care Beyond the Interim Report of the Royal Commission

National Conference · 19 - 21 November 2019, Melbourne



The Future of Aged Care National Conference

19-21 November 2019, Melbourne

ACSA members save \$200

With the Royal Commission Interim Report due this October, the [COTA & ACSA Future of Aged Care Beyond the Interim Report of the Royal Commission National Conference](#) will be a critical **first opportunity** to gain greater detail of the Interim Report.

At this conference, you can hear strategic insights from key industry leaders and experts so your organisation can proactively build a stronger future.

Key highlights of this event

- Unpack the **progress of the Royal Commission** and **implications of the Interim Report**, with valuable **insights from industry experts** including **David Tune, Chair of the Aged Care Sector Committee**;
- Discuss **practical strategies to respond to challenging reforms** and learnings from the rollout of the **new standards**;
- Focus on **best practice around critical issues**, such as strengthening **leadership and governance** in your organisation;



- Learn how to **improve quality and enable consumer choice** while **managing risk**, with particular focus on specific issues such as **nutrition, restraint and dementia**;
- Strategise to **drive innovation** that can **improve the quality of life** for consumers while also addressing **financial and workforce pressures** for providers; and
- Hear important learnings and **case studies** from **home and residential providers**.

Who should attend?

Chief Executive Officers, Board Members, Executive & Leaders from Home and Residential aged care providers with responsibility for:

- Strategy and operations
- Governance
- Quality
- Risk
- Compliance
- Clinical care



[View this email in your browser](#)



Dignity of Risk Forum - Northern Rivers

Gow-Gates Insurance Brokers, in conjunction with Ansvar and ACSA would like to invite you to join us at our Dignity of Risk Forum.

Overview

Boards and Executives play an important role in leading the culture of Dignity of Risk and ensuring it results in outcomes that lead to a fulfilling life for residents.

Aged Care organisations are expected to meet obligations to take a balanced approach to manage risk and respect consumer (resident) rights. If a consumer makes a choice that is possibly harmful to them then the organisation is expected to help the consumer understand the risk and how it could be managed. It is a concept enshrined in the Aged Care Act (1997) and in Aged Care Standards.

This forum explores the new Dignity of Risk concept introduced in July 2019 and what it means for you in your day to day management.

Speakers

Suzana Strbac, Director of Client Management - Gow-Gates Insurance Brokers

David McDonald, Director of Broking - Gow-Gates Insurance Brokers

Diana Borgmeyer, General Manager Risk Solutions - Ansvar Insurance

Who should attend?

Aged Care Directors, Board Members, Executive Members, General Managers



Event Details

Date: Thursday, 26 September 2019

Time: Registration: 9:30am
Forum: 10:00am to 12:30pm
Followed by ACSA Regional Meeting
Lunch provided

Location: Crowley Care, 154 Cherry St, Ballina NSW 2478

RSVP by Thursday 19 September - please advise guest name(s) and any dietary requirements.



Directions:

Click on the map for directions.



Aged Care Forum
Invitation - Northerr



Good afternoon,

Please see attached for some information regarding the Justice Advocacy Service that is now operating in the Armidale community. This program supports people who have a cognitive impairment in their contact with the justice system, whether as a victim, witness or suspect/defendant.

Please distribute to your networks. Questions can be directed to Bronny Hodgson, Justice Advocate on mob: 0429 575 354 or email bronny@idrs.org.au



JAS
Frequently-Asked-QAdvocacy Service.pdf



JAS Justice
Advocacy Service.pdf



JAS Media
Release.pdf



Australian Federation of Employers & Industries



3 September 2019

Social,, Community, Home Care and Disability Services Industry Award 2010

Major Decision - 4 yearly review of modern awards

On 2 September, the Fair Work Commission issued a decision concerning the first 'tranche' of 'substantive' claims by trade unions seeking various changes to the award as part of the Review. Further details can now be viewed in **Circular No. 133/2019** - [click here](#).

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.



Board Matters

Below is a PDF copy of Board Matters Vol 19 No 2.

Kind regards

Maureen

Dr Maureen Cleary OAM

Governance & Management Pty Ltd



BM Vol 19 No 2.pdf