



## **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.

If you wish to unsubscribe to this Newsletter, please reply to this email and NESST will remove you from our mailing list. 😊

**New England Sector Support Team**



Phone: 02 6772 3950

## **Upcoming Training**

We have no more training planned for the rest of 2019. However, we have a lot of exciting events planned for the New Year. Information will be sent out at the beginning of 2020. To check on upcoming events please go to our webpage, found at: <https://www.nesst.org.au/>



## Contents

Upcoming Training.....	1
ACSA Weekly Issue No. 142   14 November 2019.....	4
Courage, bravery and community .....	4
Useful resources for bushfires and emergencies.....	5
We want you - to act now using our advocacy activation on funding issues!.....	6
Inquiry into events at Earle Haven - report released.....	6
ACSA launches new member service for better procurement solutions.....	7
Urgent feedback required around restraints and open disclosure .....	7
Wellness & Reablement Roadmap .....	8
Humans of Aged Care: Elizabeth Morse .....	8
Case Study: Advance Care Directive .....	9
Ashton Applewhite renowned US anti-ageism campaigner on speaking tour.....	10
Media Releases .....	12
ACSA's Upcoming Events, Training and Professional Development programs .....	12
Other Events .....	13
Publications, reports, grants and resources .....	15
Political Alerts (FED).....	15
ACSA AGM Minutes of Meeting of 26 November 201.....	17
ACSA Royal Commission Update   15 November 2019.....	18
Royal Commission Update - 33rd Edition, Hobart Hearing .....	19
Upcoming Hearings.....	22
Upcoming Community Forums .....	22
Aged Care Royal Commission seeks submissions on workforce.....	22
ACSA Member Update   18 November 2019 .....	23
ACSA Member Update   20 November 2019 .....	24
Re-imagine economy to include older people: make ageing population an opportunity not a threat.....	24
Australian Government Disaster Recovery Payment.....	25
ARC Community Small Grants - Now OPEN.....	26



ACSA Members' General Meeting with lunch on Monday 25th November 2019.....	27
Support for Rural Dementia Carers.....	28
NCOSS 2019 Annual General Meeting.....	29
Bushfire Self Referral Form.....	31
Community Care Review.....	32
Latest News.....	32
Events.....	34



ACSA Weekly Issue No.  
142 | 14 November 2019

[View this email in your browser](#)

 **ACSA Weekly**  
*Your peak body's take on the week in aged care*



## Courage, bravery and community

As the bushfires ravaged areas in NSW and Queensland, many ACSA members were facing evacuations and caring for their residents while also dealing with their own personal concerns about their homes and families.

What's important at these times, is how incredible people are in supporting each other and showing enormous courage and bravery in the face of catastrophic situations. We have been in touch with many members to offer support and we have talked about how they are coping.

Our Employee Relations team have put together a [Q & A document](#) to help you manage staff issues during this time. We salute all of you facing this situation and send you strength and support to get through it all. If we can assist you in any way please just pick up the phone to me or your State Manager and we will do what we can to support you.

This week the Royal Commission hearings considered case studies from facilities in Tasmania. The Commission raised questions of whether organisations should be shutting their doors rather than providing poor care.

Yesterday our national partner HESTA released its new Vital Signs report on an important issue facing many workers, predominantly low paid females, in aged care, health and community services.



The report was a pulse check on the state of equality for women in Australia and found that the discrimination in work and pay is resulting in many women suffering greater financial vulnerability throughout their life. HESTA is sharing the results of the report [here](#) in an effort to make a positive impact for their members, society and the economy.

It's a compelling read to add to your reading list along with ACSA's Royal Commission Hearings summary that will come out to you all tomorrow.

Regards,  
Pat Sparrow  
ACSA CEO

The banner features a photograph on the left showing a person's hands writing in a notebook on a desk. On the right, there is a dark grey background with white text. The text reads: "ACSA Legislative Alerts", "Lawlex Premium", "Summaries of changes to legislation delivered straight to your inbox in 24 hours", "ACSA member subscriptions are now available!", and "Say NO to Non Compliance". At the bottom left of the banner are the ACSA and SAI GLOBAL logos.

**ACSA Legislative Alerts**  
Lawlex Premium  
Summaries of changes to legislation delivered straight to your inbox in 24 hours  
**ACSA member subscriptions are now available!**  
Say NO to Non Compliance

## Useful resources for bushfires and emergencies

For ACSA members who are among the millions of Australians faced with the issues of bushfires and high-risk situations this week, this is yet another pressure added to the stress of the Royal Commission, new quality standards, and managing the demands of providing high quality services – not to mention the personal concerns around family, homes and health.

The ACSA Employee Relations team have compiled this [Q & A document](#) detailing how you can support your people through emergency situations and balance demands of the workplace with those who are affected and require time to manage their personal circumstances. [Read more](#)

We have also compiled a list of useful resources and suggestions for members to refer to





## ACSA launches new member service for better procurement solutions

ACSA Procurement offers four core services making procurement easier and more productive with a continuous connection with suppliers, driving cost savings and efficiencies you never thought possible! [Register your interest](#) now!



**ACSA**  
Aged & Community Services Australia

### Procurement Portal

**Connecting ACSA members to better procurement solutions**

Helping members connect & harness our collective buying power to achieve lower prices!

[FIND OUT MORE](#)

## Urgent feedback required around restraints and open disclosure

Recently, a number of ACSA members have expressed concerns around the challenges they are experiencing in interpreting the definitions and requirements on these matters:

- Chemical restraints – conflicting views by residential care providers, GPs and the ACQSC around restraint versus treatment of symptoms of a mental health condition.
- Restriction of free movement for people living in key/code pad units.
- Open disclosure - members reporting inconsistent and confusing interpretation by quality surveyors on what circumstances require the open disclosure approach to be used.
- We are concerned about this feedback and will raise these issues with the ACQSC at the upcoming Sector Reference Group meeting that ACSA will be attending later this month.

**It is important we are able to provide actual examples to the group and ACQSC and to that end we are seeking your feedback around these three matters that can be used to illustrate the issues.**

Your feedback will be de-identified. Please forward examples of difficulties you have experienced around these three issues no later than **COB Wednesday 20th**



**November to:**

Derek Dittrich

Manager - Policy & Member Support

[Derek.Dittrich@acsa.asn.au](mailto:Derek.Dittrich@acsa.asn.au)



## Residential Aged Care Funding

18 November **Hobart, TAS**  
19 November **Devonport, TAS**  
26 November **Adelaide, SA**  
3 December **Perth, WA**

Gain an understanding of the financial complexities of the aged care and retirement living systems in this informative 3-hour workshop designed for Residential Facility Managers and Client Liaison staff.

Workshops are also available on-demand.  
To enquire visit [agedservicesworkforce.com.au](http://agedservicesworkforce.com.au)



## Wellness & Reablement Roadmap

As reported last week in [ACSA Weekly](#), the Department of Health have announced CHSP providers must submit an annual CHSP Wellness and Reablement Report to the department for 2019, with online templates to be sent to providers by mid-November.

A **Wellness and Reablement Roadmap** (the Roadmap) has been developed by ACSA to help CHSP providers to self-assess progress in integrating wellness and reablement principles into core service delivery.

The Roadmap provides a framework for discussions at all levels within an organisation to help providers identify what they are doing well, and what actions need to be taken to improve performance in progressing, managing and measuring wellness and reablement.

The Roadmap has been tested with CHSP providers across South Australia and is available to [download here](#).

If you have any questions or require any assistance with the Roadmap, contact Phil Allan: email [Phil.Allan@acsa.asn.au](mailto:Phil.Allan@acsa.asn.au) or telephone (08) 8338 8013.

## Humans of Aged Care: Elizabeth Morse

Elizabeth Morse is a Clinical Manager at Mercy Place, Warrnambool, Victoria. She has dedicated nearly 50 years to nursing and caring for people and nearly 20 years in the Aged Care Sector.



Elizabeth is one of many wonderful humans working in Aged Care who can be commended on her contribution to our sector. [Read more](#)

*"Some residents never have visitors and life can be lonely for them. I always try and interact with them at every opportunity. The touch of a hand, a conversation is so important."*

Do you know someone worthy of nomination? [Submit their details](#)

## Case Study: Advance Care Directive

An Advance Care Directive can be a useful tool for people to communicate instructions about future health care decisions.

'**Alistair's Story**' is a new case study by End of Life Directions for Aged Care (ELDAC), outlining points for reflection around Alistair's Advance Care Directive, such as:

- How staff and family responded to an Advance Care Directive stating the refusal of life-sustaining treatment; and
- Are there circumstances in which the GP would be justified in not following Alistair's Advance Care Directive?



[Read](#)

[more](#)



### Win a \$500 Bunnings Voucher!



Bunnings Trade and ACSA are delighted to announce a strategic partnership which gives you the opportunity to join PowerPass + win a \$500 Bunnings gift voucher!

[Click here](#) to learn more about Bunnings PowerPass and register your details by 12 December 2019 for your chance to **win a \$500 Bunnings gift voucher.**

Conditions apply.

### Ashton Applewhite renowned US anti-ageism campaigner on speaking tour

ACSA as a member of the EveryAGE Counts coalition supports its campaign to tackle ageism faced by older Australians.

EveryAGE Counts has announced the first of the confirmed dates for the speaking tour of US anti-ageism campaigner, Ashton Applewhite. Ashton is the author of *This Chair Rocks – A Manifesto Against Ageism*, and is an activist on a mission to raise awareness of our age bias.



Ashton will be speaking at public events in Perth and Brisbane and tickets are available [here](#).



### 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 [ascsacommunications@acsa.asn.au](mailto:ascsacommunications@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.



### ACSA's State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)



## Media Releases

- 11 November: ['Living Better Lab': partnership to herald new age of tech and innovation in aged care](#)
- 12 November: [ACSA launches new member service for better procurement solutions](#)
- 14 November: [Try telling a young person still in aged care it's 'enough' Minister](#)

## ACSA's Upcoming Events, Training and Professional Development programs

 ACSA Event       ACSA Training and Professional Development

-  18 November - 3 December: [Residential Aged Care Funding](#) (TAS, SA, WA)
-  10 December - 11 December: [Getting It Right](#) (NSW)
-  27 November: [If it's not documented... it didn't happen](#) (QLD)
-  27 November: [Wellness Practice](#) (SA)
-  3 December: [Strength-Based Approaches](#) (SA)
-  4 December: [Managing Difficult Conversations](#) (SA)
-  5 December: [Beyond The Standards](#) (SA)
-  6 December: [Leading Person Centred Teams](#) (SA)
-  10 December: [SA Members Christmas event](#) (SA)
-  11 December: [WA Christmas breakfast](#) (WA)
-  11 December: [Build and Sustain an Innovative Work Environment](#) (TAS)
-  11 December: [Right Relationship & Professional Boundaries](#) (SA)



See all ACSA events

See all ACSA training & professional development

## Other Events

**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.*

**Lantern Conference - Gold Coast, 6 December**



One Day Lantern Conference dedicated 100% to Aged Care Food, Nutrition and Mealtime Experience. [Click here](#) to watch the event video and learn more.



The conference will be held on the Gold Coast, QLD on Friday, December 6th, 2019. Ticket price - \$220 pp for the one day event. View [flyer](#) or visit [website](#).

### Bentleys CareFactor Pitch Day - Brisbane, 11 December



Bentleys CareFactor is Australia's first aged care incubator program – a platform to develop and test unique solutions to solve key industry challenges. Presented by Bentleys, it's an accelerated program of growth and learning with access to mentors, community and networks in aged care, technology, marketing, investors and capital raising. CareFactor provides skills, resources and support for aged care start-ups, entrepreneurs and intrapreneurs. This program is proudly supported by ACSA. Find out more at [bentleys.com.au/carefactor](http://bentleys.com.au/carefactor) or [register now](#).





## **Publications, reports, grants and resources**

### **Inquiry into events at Earle Haven**

This report details the findings and recommendations of an independent inquiry into the events surrounding the forced relocation of residents at the Earle Haven Retirement Village. [Read more](#)

### **HESTA finds women's equality still falling short**

HESTA has taken a pulse check of equality for women in Australia and has found persisting discrimination and inequality in work and pay is leaving them with greater financial vulnerability throughout their lives. [Read more](#)

## **Political Alerts (FED)**

### **Carnell report into Earle Have Retirement Village completed**

The Morrison Government supports all 23 recommendations made by the report of Inquiry into Events at Earle Haven, which was produced by Ms Kate Carnell AO and released today. Minister for Aged Care and Senior Australians Richard Colbeck commissioned the inquiry to examine the circumstances leading up to the collapse in provision of aged care services at the facility, and the impact of the events on the safety and wellbeing of the affected residents. The report found that effectively what led to the forced evacuation of the residents was a breakdown in the relationship between the approved provider of aged care services at Earle Haven, People Care Pty Ltd, and the company engaged to deliver these services, Help Street Villages (Qld) Pty Ltd. [Read more](#)

### **Earle Haven report another shocking reminder of Morrison Government's aged care failures**

Shadow Minister for Ageing and Seniors, Julie Collins, and Shadow Minister for Northern Australia, Murray Watt, say the report into the events at Earle Haven is yet another damning indictment of the Morrison Government's oversight of Australia's broken aged care system. The report details serious concerns about the lack of resources given to the new Aged Care Quality and Safety Commission which is meant to protect older Australians. With complaints about aged care growing to 7,828 in the last year, it is shocking the Morrison Government has failed to give the regulator the resources it needs to protect older Australians. [Read more](#)

### **Questions without notice**



- 12 November. [Read more](#)
- 13 November. [Read more](#)

A banner for ACS Weekly featuring a laptop and a smartphone displaying the website. The laptop screen shows the ACS Weekly logo and a list of articles with social media icons.

**Missed an ACSA Weekly?**  
CATCH UP HERE



## ACSA AGM Minutes of Meeting of 26 November 201

Dear ACSA Members and Divisional Councillors,

Please find attached revised ACSA AGM Minutes of Meeting of 26 November 2018 to be approved at the upcoming AGM.

Details of the 2019 AGM as previously advised:

Date: Wednesday 27 November 2019

Time: 11.00am

Location: Melrose Room, Holiday Inn, Melbourne Airport, Victoria

Dial In: 1800 896 323 (participant code is 61268212#)

A Proxy Form is also attached for your convenience.

To RSVP, or if you have any queries, please contact Agnes Valcanis, ACSA Executive Director Operations and Corporate Services, at [Agnes.Valcanis@acsa.asn.au](mailto:Agnes.Valcanis@acsa.asn.au).

Regards,

**Agnes Valcanis**

Executive Director

Operations & Corporate Services | Melbourne



P: (03) 9108 0750 D: (03) 9108 0755 M: 0422 409 403



Proxy Form - ACSA ACSA AGM Minutes  
AGM 27 November 2019 of Meeting 26 November



[View this email in your browser](#)

**ACSA Royal Commission Update | 15  
November 2019**

# **ACSA** Member Update

**Royal Commission  
into Aged Care Quality and Safety**

**ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL**





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## Royal Commission Update - 33rd Edition, Hobart Hearing

Dear Debra,

The Royal Commission held public hearings in Hobart this week, inquiring into governance issues by way of two case studies.

Southern Cross Care Tasmania and Bupa South Hobart were under the microscope as the Commission focussed its inquiries into how the governance structures of providers can have an impact on the safety and quality of care delivered.

The case studies illuminated how, in a constrained funding environment, providers are forced to find ways to contain costs in order to maintain the viability of their homes.

This can become problematic when the executive and board level decision-makers do not have clear lines of communication with the staff at facility-level who are best placed to advise whether decisions around cost-cutting would have a deleterious impact on quality of care.

Counsel Assisting noted that:

*“Whether an aged care provider is able to deliver care is determined ultimately by the governance arrangements in place by that provider”*

Because:

*“Decisions made at board and executive level flow down to aged care facilities and the residents who live there.”*

Families of residents at Bupa South Hobart and at two sites operated by Southern Cross Care Tasmania relayed distressing examples of the impact on care that cost-cutting measures had on their loved ones. Their stories were reflected in the imposition of sanctions on these homes last year.

Facility-level staff also provided testimony about the pressure they felt they were under from management to make staffing reductions, and how these decisions led to both deficiencies in care for residents and deficiencies in organisational culture among facility staff due to the frustration they felt at their working environment.

Executive-level staff and directors also gave testimony, centring on how lines of reporting broke down and that they had never intended for their decisions to so severely impact the level of care delivered in the homes.

This tension between establishing a sustainable financial footing on the one hand, and not



compromising quality of care on the other, was highlighted as the key governance challenge faced by aged care providers today.

### **KEY THEMES**

1. **Whether or not providing quality and care is sufficiently paramount to aged care providers.**
  - Financial viability is necessary to the delivery of quality of care, and is a means to an end, not an end in itself.
  - Counsel Assisting suggested that the case studies indicate providers had at times failed to strike the balance between quality of care on one hand, and financial considerations on the other when they pursue reductions in staffing numbers irrespective of the impact on care.
  
2. **How enhanced governance mechanisms could improve decision-making processes and ensure executives and boards of aged care facilities are adequately informed of the risks and likely impacts of their decisions on care recipients.**
  - The case studies demonstrated that an adequate clinical governance framework ensures providers have mechanisms in place to identify when they are at risk of failing to meet expected outcomes, and provides processes to bring homes back to compliance.
  - The case studies also highlighted that clinical governance needs to define clear two-way communication pathways between executive decision-makers and facility-level staff so that risks of decisions can be communicated up.
  - Counsel Assisting explored several propositions to enhance governance of aged care providers more broadly, including:
    - i. Legislatively-defined statutory duties of aged care directors to take reasonable steps to satisfy themselves of the safety and quality of the care provided within their organisation;
    - ii. A positive duty to 'attest' to the regulator that the above duties have been discharged;



- iii. A statutory-defined skills mix on aged care boards, including a requirement for directors with clinical experience.

### **The importance of organisational culture to the delivery of quality care.**

- Witnesses testified to the toxic effect of a closed organisational culture on the delivery of quality care.
- The importance of leadership was highlighted, particularly at a facility-management level, and the need to support and train high quality facility-managers was emphasised.
- Witnesses from Bupa and Southern Cross Care emphasised their commitment to recruiting staff based on values and attitude, not just on skills as a way to improve organisational culture and delivery of care.
- Resident experience witnesses highlighted the importance to them of an organisational culture that encourages openness to feedback and a commitment to continuous improvement.

### **The need for funding reform in terms of both quantum and structure.**

- Resident experience witnesses testified that many of the issues their loved ones experienced could have been remedied by greater staffing levels.
- Providers in turn testified they were unable to provide more staff due to funding constraints.
- Providers also testified to the constant battle they face in ensuring they are maximising their ACFI funding, and that they are forced to divert resources away from direct care toward the administrative process of ACFI claiming.
- Counsel Assisting flagged this issue would be examined in greater depth by the Commission in 2020.

[Click here to download ACSA's overview for the Hobart hearing](#)

Visit the Royal Commission website [here](#) for more details.



## Upcoming Hearings

- 9-13 December, Canberra Hearings, "[Interfaces between the aged care and the health care system](#)"

## Upcoming Community Forums

The Royal Commission community forums are an opportunity for members of the local community to hear about the work of the Royal Commission and to offer ideas on the challenges, strengths and opportunities to improve aged care.

Commissioner Lynelle Briggs AO will be present. These events are open to all who wish to attend.

For further information, go to the [community forums](#) page on the Commission's website.

- **Monday 25 November 2019**, 1:30-4:30pm - QT Canberra, 1 London Circuit, Canberra ACT 2061
- **Wednesday 27 November 2019**, 9:30am-12:30pm - NEX @ Wests City (Newcastle Exhibition & Conference Centre), 309 King Street, Newcastle West NSW 2302

[Click here](#) to find out more

## Aged Care Royal Commission seeks submissions on workforce

Following the third Melbourne hearing, which focused on workforce issues, the Aged Care Royal Commission announced it is seeking written submissions relating specifically to the aged care workforce.

Issues can relate to: staffing levels; registration schemes; remuneration and working conditions; skill, knowledge and competency levels of staff; workforce leadership; and institutional changes.

Policy submissions will be accepted until close of business on **Friday, 6 December 2019**.

[Click here](#) to find out more or visit the [submissions](#) page on the Commission's website.



**Missed a Royal Commission Update?**

**CATCH UP HERE**

[View this email in your browser](#)

**ACSA Member Update | 18 November  
2019**

# **ACSA** Member Update

**Our next activation is now ready:  
Aged Care Family Survey!**

Dear Debra,

As part of the first activation of ACSA's Aged Care Advocacy Strategy, we provided members some months ago with templates to send media releases and letters to local member to raise the funding issues in aged care.

Thanks to all of you who sent the templates to a number of your local members and media, and we have received feedback that the messages we are sending are getting through.

Now it's time for our second activation – [Aged Care Family Survey](#).

We believe the [Survey](#), which is asking the families of older people about the challenges they face and their views about aged care, is one of the most effective ways we can tell our story to the audiences that matter.

As well as gathering valuable insights, by asking questions with a genuine and curious mind, we can help families start to understand the complexities of the sector and why we need to get the entire community involved in planning for our ageing population.

By helping ACSA to deliver the national aged care family survey you will have a direct impact on changing the conversation about aged care in Australia.

**Please download the pack below – which includes a range of materials you can use to encourage family members to fill out the 6-minute survey at:**



[www.agedcarefamilysurvey.com.au](http://www.agedcarefamilysurvey.com.au)

[Download the activation pack | Aged Care Family Survey](#)

[View this email in your browser](#)

## ACSA Member Update | 20 November 2019

### Re-imagine economy to include older people: make ageing population an opportunity not a threat

The peak body for non-profit aged care providers Aged and Community Services (ACSA) has welcomed the Treasurer's acknowledgement of the economic and societal challenges posed by our ageing nation and says the key to addressing them will be to harness opportunities rather than continuing the current approach of band aid solutions.

"Australia can kick the can down the road and face the consequences – or we can reimagine our economy to include older people and help them live better and longer in the process," ACSA CEO Patricia Sparrow said.

"As we live longer and better than ever before, our ageing population is actually a huge opportunity. To harness that we need to end discrimination, level the playing field in health care and make sure that everyone plays a role in planning for their own ageing.

"The Royal Commission has exposed failings in the system that we can address, but many others that we need a total re-imagination of the economy to start to fix.

"It's good that the Treasurer is acknowledging these issues but more funding band aids won't fix them – we need big picture thinking that is lacking in the current debate," Ms Sparrow said.

**MEDIA CONTACT: PETER STAHEL 0408 584 439**

Please see all [ACSA media releases here](#)



## **Australian Government Disaster Recovery Payment**

Hey Everyone,

Help for people adversely affected by the bushfires occurring in August, September, October and November 2019 in NSW please follow link below.

<https://www.humanservices.gov.au/individuals/services/centrelink/nsw-bushfires-september-2019-australian-government-disaster-recovery-payment>

The fastest way to claim is over the phone. To claim, either: Call us on 180 22 66

- print and complete the [NSW Bushfires, September 2019 – Australian Government Disaster Recovery Payment claim form](#)
- go to a [service centre](#).

Phone lines are open 8:00 am to 5:00 pm Monday to Friday, local time. Call us on 131 202 to talk to us in languages other than English.

Please take care everyone

**Sarah Bradfield | Commissioning and Planning Manager, New England**

Department of Communities and Justice



**Communities  
& Justice**

*I acknowledge the traditional custodians of the land on which I live and work and pay my respect to Elders past and present.*



## **ARC Community Small Grants - Now OPEN**

**Please be advised the community small grants are now open.**

### **Community Small Grants**

Applications open on Monday 11 November 2019 for the current round of Community Small Grants, offering community groups financial assistance of up to \$1000 per group.

The Small Grants program is designed to assist local groups to:

- continue or introduce programs that benefit community members in the Armidale region local government area
- provide activities that enrich quality of life in our region and can have long-lasting benefits for residents
- foster collaboration between groups
- provide activities and programs that encourage the inclusion of everyone

Applications close on Monday 2 December 2019 and successful groups will be notified from Thursday 12 December.

Forms can be downloaded at the link below.

<https://www.armidaleregional.nsw.gov.au/community/community-support/grants-funding-opportunities>

Regards

**Sally Schofield**

Coordinator People and Community Services



## **ACSA Members' General Meeting with lunch on Monday 25th November 2019**

Dear All

We will be holding our Members' General Meeting on Monday 25<sup>th</sup> November from 1230pm. The meeting will include updates from the NSW/ACT Divisional Council and the ACSA Executive. We will also be joined by Mr Zamir Yusuf, Director (Aged Care) with the NSW ACT Branch of the Australian Government Department of Health. Zamir will give us a departmental update and is very keen to engage with members.

The meeting is being supported by ACSA's National Partner, First State Super and Industry Partner, Epicor. We will be providing lunch and an opportunity for you to network with colleagues.

Please indicate whether or not you are able to make it to the meeting and lunch (and any dietary requirements) by emailing Kiki Edlund [kiki.edlund@acsa.asn.au](mailto:kiki.edlund@acsa.asn.au).

We hope to see you soon!

Best regards

Anna-Maria

**Anna-Maria Wade**

- State Manager - NSW / ACT
- Employee Relations Manager





## Support for Rural Dementia Carers

Hi All,

Please see below and attached info pertaining to a free evidenced based intervention for Carers of people with dementia. The program is delivered to Carers via teleconference (Zoom or Skype) by registered Psychologists through the University of Newcastle.

If you know of Carers who may benefit from this program please feel free to share.

Many thanks

Erin.



**Erin Mercer GoCo**  
**CHSP Team Leader**



## NCOSS 2019 Annual General Meeting

Friday 29 November

---

Dear Member,

Register now for the NCOSS 2019 Annual General Meeting!

**Don't forget to have your say and vote! Voting is open until this Friday.**

Every year we engage an inspirational speaker to attend the NCOSS AGM to speak to our members about their experience on a broad range of topics of relevance to social justice and the community sector.

This event is an opportunity to hear from **Rev Tim Costello AO**, former chief advocate for World Vision Australia and a leading voice for social justice!

Tim will be sharing his journey, adversities and successes on topics such as gambling, poverty and homelessness.

If you have any accessibility requirements, please advise [marie@ncoss.org.au](mailto:marie@ncoss.org.au) by **Friday 22 November**.

**Register Now!**



NESST



*Save the date*

**GYST2020**

powered by  **dsc**

 **dsc**  
Disability Services Consulting



## Bushfire Self Referral Form

Hi all, how are you today? Attached is a bush fire Self Referral Form for those who have been directly impacted from the fires, please distribute amongst your networks.

thanks

Lynda

**Lynda Stoltenberg | Regional Business Support Officer**

Regional NSW | Regions, Industry, Agriculture and Resources

E [lynda.stoltenberg@industry.nsw.gov.au](mailto:lynda.stoltenberg@industry.nsw.gov.au)

131a Marius Street, Tamworth NSW 2340



Bush Fire\_Self  
Referral Form Sept 2



## Community Care Review

| Please add us to your safe sender list and set images to always display.  
Having trouble reading this email, [click here](#) | [Send this email to a friend](#)



**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](http://theinsgroup.com.au)

## Latest News



### [NDIS 'like a half-built plane'](#)

The NDIS minister has compared the disability insurance scheme to a half-built plane taking off before it is finished.





## Events

Presented by Australian Ageing Agenda Advertisers



### [Understanding the new Charter of Aged Care Rights - free national event series](#)

**Oct 20 - Dec 10**

Older Persons Advocacy Network (OPAN) is hosting free interactive educational events for consumers, carers and families, and providers to facilitate understanding of the new Charter of Aged Care Rights.



### [Clinical Care and Quality in Home Care Seminar](#)

**Dec 4 - Dec 5**

This seminar will provide attendees with practical, easy to implement ideas and strategies in their workplace in the area of clinical care provision.



### [Webinar: Dementia as a Disability](#)

**Dec 11 - Dec 11**

Register now for our free webinar 'Dementia as a Disability' with guest presenter, Kate Swaffer.



### [ITAC 2020 – Transforming Independence through Innovative Technology](#)

**Mar 2 - Mar 4**

ITAC 2020 Transforming Independence through Innovative Technology 3 & 4 March 2020