



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/>



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ACSA Weekly



What's a Happy Life?

Yesterday I chaired the ACSA/COTA/Criterion Conference, unpacking the Royal Commission Interim Report. We heard from the Minister, David Tune and providers as they talked about how they are addressing the findings. One of the paramount messages is that providers need to listen, engage and work with older people and their families in designing and delivering services.

Earlier in the week I met with Lauren Todorovic, CEO of CarePage, to hear more about their terrific new online customer experience survey and monitoring system called the *Happy Life Index*.

It enables aged care providers to understand what their residents, clients and families really think about their services. The tool is designed to “measure the moments that matter in aged care.”

The survey can be utilised to also understand how your services are performing against key areas that matter to residents such as friendliness of staff, cleanliness and the environment, food quality, care quality, staff presence, activities and lifestyle. This is a



great way to support the work you are already doing or want to do to engage with your residents.

For more information about how *Happy Life Index* works, see the article below or click [here](#).

Of course, [CareOpinion](#), which ACSA is a supporter of, is also available and useful to hear and engage with what people are thinking and saying about your service.

I'm sure there will also be a happy life for the people who will shortly be moving into the great new affordable housing units at AdventCare in Nunawading.

The opening event I attended this week on the invitation of CEO David Reece was also attended by the Minister for Housing, Hon Michael Sukkar, MP (pictured below) who spoke to the group in attendance about his commitment to affordable housing and also performed the official opening and unveiling of the plaque.



ACSA has a follow up meeting with Minister Sukkar before Christmas to discuss affordable housing and aged care.

There is much to be done to create more affordable housing and the work of AdventCare demonstrates the commitment and dedication to be able to offer these homes to people who would otherwise find it difficult to secure suitable housing.

David's organisation [AdventCare](#) tagline is "care without compromise", and their services and facilities we saw demonstrate their level of quality of care. Well done to David and his team!

Regards,
Pat Sparrow
ACSA CEO



New digital platform allows providers to harness customer experience feedback

With the recent launch of the Happy Life Index, residential aged care providers are set to benefit from a new first-of-its-kind digital customer experience benchmarking tool.

Powered by real-time feedback, the Happy Life Index supports providers to understand their performance against the aged care quality of life and experience indicators that they can have a direct impact on improving, including food quality, care quality, friendliness of staff, activities and lifestyle, environment and cleanliness, and management. [Read more](#)

Find out more about how you can start measuring the moments that matter in aged care. Visit happylifeindex.com.au for more information or to register your interest in a demo.

Measuring the moments that matter in aged care.

The Happy Life Index is a first-of-its-kind benchmarking tool that will measure and report on what matters most to people receiving aged care.

happylifeindex.com.au

Happy Life Index

carepage

AGED CARE GUIDO

The banner features a photograph of two elderly women embracing and smiling. The text is positioned on the left side, and logos for the Happy Life Index, carepage, and AGED CARE GUIDO are on the right.

Survey of home care providers aimed at closing the information gap

The Department of Health has announced a new project aimed at closing the information gap between the government and providers of home care packages.



For the department to obtain more detailed information such as the types, volume and costs of care and services delivered under the Home Care Packages Program, providers will be requested to complete a short survey detailing easily accessible information from their monthly statements. [Read more](#)

Department of Health advice on notifying material changes

Last week, the Department of Health updated its [website](#) on notifying material changes for approved providers. As noted in ACSA Weekly of [30 October](#) and [7 November](#), the Department recently updated its Notification of a Material Change Form (found [here](#)).

The Department's website now advises those specific changes to the form and some variations from their 2016 advice. [Read more](#)

Interfaces between the aged care and health systems in Australia - first results

On 15 November 2019, the Australian Institute of Health and Welfare (AIHW) released a [report](#) which presents first results from a project that linked aged care and health care services data from 2016-17.

The report examines people's use of GPs and specialists, patterns of prescriptions dispensed to them, and how their hospital use can vary with use in aged care. [Read more](#)



Procurement Portal

Connecting ACSA members to better procurement solutions

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

FIND OUT MORE



Aged Care Pricing Commissioner Annual Report released

The sixth Annual Report on the operations of the Aged Care Pricing Commissioner (1 July 2018 – 30 June 2019) has been released and can be downloaded [here](#).

[Click here](#) to read ACSA's summary of the Commissioner's Annual Report.

Antibiotics may be overused in aged care in Australia

On any given day, almost 10% of residents in aged care homes across Australia are using an antibiotic, but only around 3% have any signs or symptoms of infection.

The 30 October edition of [ACSA Weekly](#) provided a summary of the latest Aged Care National Antimicrobial Prescribing Survey (NAPS) findings and encouraged members to review their anti-microbial stewardship processes and practices to ensure adherence to Quality Standard 3 - Requirement 3(3)(g).

These findings have now been published in *Australian Prescriber* on 14 November 2019, in time for World Antibiotic Awareness Week (18-24 November). [Read more](#)

Aged Care Quality and Safety Commissioner's Presentation to ACSA

The Aged Care Quality and Safety Commissioner, Ms Janet Anderson was a guest at ACSA Victorian Member's breakfast meeting in Melbourne last week.

The Commissioner provided an overview of the Commission's work, including some of the functions that will transfer from the Department of Health to the Commission next year (this is currently before the Federal Parliament).

An interactive Q&A session followed, with the Commissioner concluding by encouraging providers to continue to promote all the good things that are happening in aged care.

[View the presentation](#)



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*Conditions apply

Call for expressions of interest from aged care IT providers



Are you a dynamic and progressive aged care IT company committed to ensuring the industry has relevant and meaningful resources to support care of older Australians?

End of Life Directions for Aged Care (ELDAC) are calling for expressions of interest from Aged Care IT providers to build a dashboard within their own system. Successful applicants will be provided \$20,000, data variable prototypes, clinical and technical descriptors to recreate the dashboard within their own clinical system.

Please complete the Expression of Interest form downloadable from the [ELDAC website](#) no later than 11am Central Standard Time **Friday 6 December 2019**.

For further information contact Priyanka Bhattarai Priyanka.Bhattarai@flinders.edu.au.

Fronitha Care launches new community centre and history book

ACSA representatives joined over 120 people packed into Fronitha Care's new community centre in Mulgrave on Sunday to mark two milestones in the organisation's journey - the joint launch of its new community centre, and its oral history book *1977-2017: 40 Years of Caring for the Elderly*. [Read more](#)





ACSA Leadership, Quality & Transformation Symposiums a success

This has been a busy month, with our ACSA National Symposium series Leadership, Quality & Transformation taking to the road in November.

Featuring 25 enlightening discussions led by a diverse range of speakers including legal professionals, leadership consultants, academics, aged care experts and policy specialists, members described a valuable day of *“high quality, topical, informative presentations”* which catered to both residential and home care providers. [Read more](#)

The next ACSA Finance Symposium series will kick-off in February 2020.



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 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

- 20 November: [Re-imagine economy to include older people: make ageing population an opportunity not a threat](#)

ACSA's Upcoming Events, Training and Professional Development programs

■ ACSA Event

■ ACSA Training and Professional Development

■ 26 November - 3 December: [Residential Aged Care Funding](#) (SA, WA)

■ 27 November: [Wellness Practice](#) (SA) ****booked out****

■ 3 December: [Strength-Based Approaches](#) (SA)

■ 4 December: [Managing Difficult Conversations](#) (SA)

■ 5 December: [Beyond The Standards](#) (SA) ****booked out****

■ 6 December: [Leading Person Centred Teams](#) (SA)

■ 10 December: 🎄 [SA Members Christmas event](#) (SA)



- 10 December - 11 December: [Getting It Right](#) (NSW)
- 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

PwC Workshops: National Aged Care Quality Indicator Program

Consultation workshops for the National Aged Care Mandatory Quality Indicator Program have been rescheduled to the dates below.

There will be no workshop held in South Australia although there will be a video conference workshop on 3 December 2019. If you would like to attend one of these workshops email PwC at AgedCareQI@au.pwc.com.

- **Melbourne** | 21 November, 11.30am - 2.30pm: 2 Riverside Quay, Southbank VIC
- **Canberra** | 22 November, 9am - 12pm: 28 Sydney Avenue, Forrest ACT
- **Brisbane** | 26 November, 1pm - 4pm: 480 Queen Street, Brisbane City QLD
- **Sydney** | 26 November, 3pm - 6pm: One International Towers, Watermans Quay, Barangaroo NSW
- **Perth** | 29 November, 1pm - 4pm: 125 St Georges Terrace, Perth WA
- **Video Conference** | 3 December, 11am - 2pm: Details to be provided

Lantern Conference - Gold Coast, 6 December



THE LANTERN CONFERENCE DEC 6th 2019



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 or [register now](#).



Publications, reports, grants and resources

CHSP funding extension 2020-2022 - update (Department of Health)

Funding for the Commonwealth Home Support Program (CHSP) is being extended from **1 July 2020** to **30 June 2022**. Some program changes will start on 1 July 2020 to help CHSP providers to better meet the care needs of clients and the community, including reallocation of up to 50 per cent of funding and improving performance monitoring arrangements. [Read more](#)

Home care provider survey (Department of Health)

The department is seeking participation from home care providers in a national survey about the types, volume and cost of care and services delivered as part of home care packages. The survey will be sent via email to all home care package providers on **Monday 25 November** and will be open until the end of the year. [Read more](#)

Provide feedback on proposals to clarify additional service fee arrangements in residential aged care (Department of Health)

The department is seeking written submissions responding to its consultation paper on proposed measures to improve clarity around additional service fees charged in residential aged care homes by **17 December 2019**. [Read more](#)



Political Alerts (FED)

Transcript of interview, Radio 2GB

Treasurer, Josh Frydenberg, discusses Australia's ageing population, speech to CEDA, and the pension age. [Read more](#)

Transcript of Q & A, National Press Club

Attorney-General, Christian Porter, discusses Ensuring Integrity Bill, Religious Discrimination Bill, FOI, defamation laws and press freedoms. [Read more](#)



Missed an ACSA Weekly?

CATCH UP HERE

Issue No. 144 | 28 November 2019

[View this email in your browser](#)

ACSA Weekly 28 November 2019



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





A Week of Announcements

Government Responds to the Royal Commission Interim Report

With the Morrison Government announcing its response to the Interim Report of the Royal Commission this week we have seen some actions on the three priority areas identified.

While we welcomed the funding package announced, we have stressed to the Government that this is not enough. It was good to hear the Prime Minister say there is more to do.

ACSA has for some time been outlining the urgent action that Government can take ahead of the final report of the Royal Commission to ensure quality services and sector sustainability while bigger reforms are identified and debated. We will redouble our efforts and work on both remaining opportunities through MYEFO and the federal budget to get action; an extension of the short-term 9.5% funding injection in residential care (tied to investing in staff, training and other workforce matters), an increase of \$10 per day through an adjusted rural and remote supplement and an increase the homeless supplement, also by \$10 per day.

We are also continuing our advocacy on longer term structural and financial changes to ensure we are able to deliver the care we want to be able to deliver and that matches community expectation.

An ACSA Farewell

It is with a mixture of pleasure and sadness that I advise Executive Director, Darren Mathewson has been appointed as CEO of Li-Ve Tasmania with effect from 10 February 2020.

Darren has been with ACSA for over 13 years and has played a pivotal role in moving the organisation from a federated structure, as the CEO of ACST to the national organisation.

We will all – members and ACSA staff alike - miss his expertise, skill, warmth and sense of humour, however this is an exciting and well-deserved career opportunity.

On behalf of ACSA and its members I'd like to thank Darren for all he has done for the



sector and wish him all the very best for this important new endeavour.

The search is now on for a new Executive Director of Member Services, Support and Engagement to be located in Sydney. ACSA will also recruit a new member services support manager who will provide national support for members as well as fulfil the role of Tasmanian State Manager.

Regards,
Pat Sparrow
ACSA CEO

Aged Care Family Survey continues

ACSA's aged care family survey will continue to remain open as part of our ongoing engagement with residents and families about their thoughts on aged care.

We believe the Survey, which is asking the families of older Australians 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 to start to understand the complexities of the sector and why we need to get the entire community involved in planning for our ageing population. [View the survey](#)



agedcarefamilysurvey.com.au

The ACSA national family survey is your chance to tell us about the aged care challenges you face, what is important to you and how we can improve.



Summary of government's response to the Royal Commission Interim Report

On Monday the Morrison government [announced](#) a \$537 million funding package as a reply to the three priority areas identified in the Aged Care Royal Commission's Interim Report.

This \$537 million funding package includes:

- \$496.3 million for an additional 10,000 Home Care Packages (HCPs);
- \$25.5 million to improve medication management programs to reduce the use of medications as a chemical restraint;
- \$10 million for additional dementia training, including to reduce the use of chemical restraint; and
- \$4.7 million to help meet new targets to remove younger people with disabilities from residential aged care.

ACSA has provided a detailed summary of the funding package. [Read more](#)

Preventing sexual assault of older women

Monday 25 November celebrated International Day for the Elimination of Violence Against Women and saw Senator Rachel Siewert host a roundtable discussion in Canberra on preventing the sexual assault of older women in aged care.

The presentations and discussions throughout the forum highlighted that sexual assault against older women is an under reported and underrepresented issue within aged care and



that greater transparency is required to address this shocking form of abuse against our elderly. [Read more](#)

Whistleblowers policy deadline approaches - new guidelines released by ASIC

ASIC has now released its final guidance on whistleblower policies and relief for smaller not-for-profits. The new Australian whistleblower laws commenced on 1 July 2019 and included a requirement that all “public” and “large proprietary” companies have a compliant whistleblower policy in place from 1 January 2020.

Many organisations in the aged care and retirement living industries fall within this requirement, so this information is incredibly important. Action needs to be taken now to ensure a compliant policy is in place by the deadline. [Read more](#)

ACSA and Russell Kennedy will be hosting a webinar on this topic early in 2020, with more details available soon.

Be Heard, Be Informed, Be Supported, Be Connected:

ACSA Annual Report 2018-19

We are pleased to announce that ACSA's Annual Report for the 2018-19 Financial Year is now available on our website. Detailing ACSA's activities across our range of advocacy and member support functions the Annual Report can be accessed [here](#).



Aged Care Quality and Safety Commission Consultative Forum

ACSA attended the Aged Care Quality and Safety Commission Consultative Forum in Canberra on Friday 22 November, with the agenda covering: The Commissioner's Report, including early experience under the new Standards; the Royal Commission Interim Report; minimising the use of restraints; transfer of regulatory functions from the Department of Health to the Commission; the Consumer Engagement Project, and other issues that were raised. [Read more](#)



Procurement Portal

Connecting ACSA members to better procurement solutions

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

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Aged Care Accounting and Business Advisory Services

In February 2019, the Commonwealth Government announced as part of the \$662m aged care package to support older Australians, the provision of accounting and business services for both residential and home care service providers.

PwC has been commissioned by the Department of Health to provide accounting and business advisory services at no cost to approved providers of residential and home care services, to help review and assess operations and to provide advice on business management and financial strategies. [Read more](#) or submit your application [here](#)

Tech council launches mentoring program

The aged care industry's technology peak has launched a peer mentoring initiative to help build capacity and a technology-enabled aged care sector.

The Aged Care Industry Information Technology Council and Minister for Aged Care and Senior Australians Richard Colbeck have launched the ACIITC Mentoring Program at an event in Canberra on Wednesday 27 November. The ACIITC is a joint initiative from ACSA and LASA, with the program aimed at bringing like-minded people together to build capacity for technology and innovation in the aged and community care sectors through mentoring and building industry connections. [Read more](#)



Case Study: Capacity and consent to medical treatment

As a staff member providing care for people living in their home, are you confident on the law regarding decision-making capacity, and consent to medical treatment?



A new case study by End of Life Directions for Aged Care (ELDAC) presents a home care scenario, points for reflection, legal considerations and observations.

In the scenario of 83-year-old 'Nina', legal considerations include:

- What factors must be satisfied for Nina to have capacity to make medical treatment decisions and to provide a valid consent?
- Do you think Nina has the capacity to consent to the administration of a blood transfusion?
- Does Nina's dementia mean that she will always lack capacity for treatment decisions?



[Read more](#)

Research study on allied health in palliative aged care

ELDAC at Flinders University are running a study looking at the role of allied health professionals providing palliative care for older Australians in residential and community aged care. If you are an allied health professional and you would like to participate, the survey takes about 10-20 minutes to complete and can be accessed [here](#).

For more information, please refer to the Participant Information Sheet embedded as a link in the survey, or if you have any questions please contact Dr Kelly Jones:

kelly.jones@flinders.edu.au.



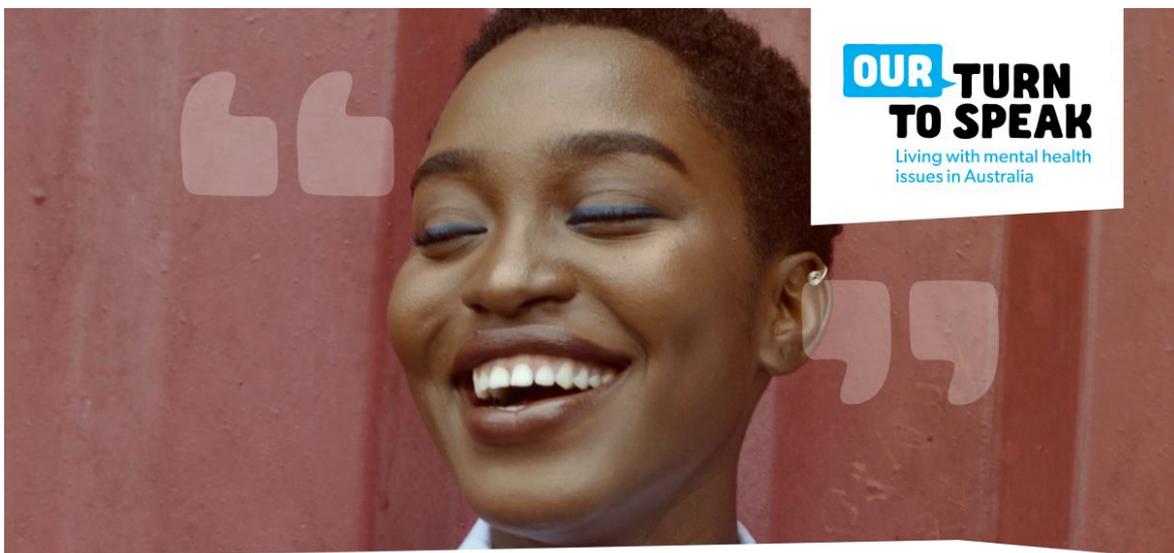
Accord Workforce Initiative

ACSA's *Accord Workforce Initiative* in WA, NT, NSW, QLD and SA is targeting the remote and very remote Aged Care Services workforce and bringing together stakeholders from our most disadvantaged and isolated communities, to support organisations in regional, remote and very remote areas to be proactive in addressing workforce issues. [Read more](#)

Our Turn To Speak: Living with mental health issues in Australia

More than 690,000 Australians aged 18 and over live with complex mental health issues. *Our Turn to Speak* is a national survey that seeks to understand the life experiences of people living with severe and complex mental health issues in Australia, to explore if and how these issues impact the many and varied aspects of participants' lives. The survey findings will then be used to inform SANE's future advocacy efforts, working towards improved social outcomes and support for all Australians affected by complex mental health issues.

[Read more](#)



Moving Pictures 2: Help create multi-media dementia awareness for culturally and linguistically diverse Australians

The National Ageing Research Institute's (NARI) Moving Pictures project produces dementia awareness resources with and for culturally and linguistically diverse Australians. Resources in Hindi, Tamil, Mandarin, Cantonese and Arabic are available on the Moving Pictures



[website](#).

The NARI team is now developing films and comics for the Italian and Greek communities. Moving Pictures is currently looking for carers of people with dementia from Greek and Italian backgrounds, and service providers who work with these communities. If you are interested in participating, [register here](#) or email movingpictures@nari.edu.au.

Welcome to new ACSA members

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

- [Sacred Heart Mission Lutheran Services](#)
[St Matthew's Retirement Village](#)

Click here to learn more about Bunnings PowerPass and register your details for your chance to WIN a \$500 Bunnings gift voucher!

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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.



ACSA's State/Territory News

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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

Media Releases

- 25 November: [Aged care investment welcome but older Australians need more than Morrison has delivered to date](#)
- 27 November: [New initiatives to stop younger people going into aged care by 2022](#)

ACSA's Upcoming Events, Training and Professional Development programs



ACSA FINANCE & AGED CARE SECTOR SYMPOSIUM

NSW - February 6th
SA - February 11th
WA - February 19th

VIC - February 25th
TAS - February 28th

SAVE THE DATE!

 ACSA Event  ACSA Training and Professional Development

-  3 December: [Residential Aged Care Funding](#) (WA)
-  3 December: [Strength-Based Approaches](#) (SA)
-  4 December: [Managing Difficult Conversations](#) (SA)
-  5 December: [Beyond The Standards](#) (SA) ****booked out****
-  6 December: [Leading Person Centred Teams](#) (SA)
-  10 December: 🎄 [SA Members Christmas event](#) (SA)
-  10 December - 11 December: [Getting It Right](#) (NSW)
-  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

[PWC Workshops: National Aged Care Quality Indicator Program](#)



Consultation workshops for the National Aged Care Mandatory Quality Indicator Program have been rescheduled to the dates below.

There will be no workshop held in South Australia although there will be a video conference workshop on 3 December 2019. If you would like to attend one of these workshops email PwC at AgedCareQI@au.pwc.com.

- **Perth** | 29 November, 1pm - 4pm: 125 St Georges Terrace, Perth WA
- **Video Conference** | 3 December, 11am - 2pm: Details to be provided

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 or [register now](#).





Publications, reports, grants and resources

Department of Health: The 2018-19 Report on the Operation of the *Aged Care Act 1997* is now available, detailing the operation of Australia's aged care system during the 2018-19 financial year and providing a snapshot of the system as a whole. [Read more](#)

Department of Health: Online survey open - national aged care mandatory quality indicator program. [Read more](#)

Department of Health: Information for the Aged Care Sector Newsletter, Issue 2019/18. [Read more](#)

The latest **Retirement Census** produced by PwC / Property Council has now been released for 2019. [Read more](#)

Thomson Geer Lawyers have released a paper, *The Royal Commission into Aged Care, Neglect and the Coming Transformative Reforms - A Summary of the Interim Report*. [Read more](#)

Political Alerts (FED)

Greens say government has not gone far enough on improving regulation on restraints in aged care. "I moved to disallow the original regulation because it was overwhelming considered by stakeholders to be flawed and it is feared that the regulation could lead to an increased use of chemical restraints," Australian Greens spokesperson on Ageing Senator Rachel Siewert said. [Read more](#)

Morrison government's excuses on home care don't stack up. Shadow Minister for Ageing and Seniors, Julie Collins, says the Morrison Government's excuses on why it hasn't funded more home care packages in response to the scathing interim report of the Aged Care Royal Commission don't stack up. [Read more](#)

Matter of Public Importance debate Wednesday 27 November. [Read more](#)



Questions without notice Monday 25 November. [Read more](#)



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**ACSA Royal Commission Update | 22
November 2019**

ACSA Member Update

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

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



Royal Commission Update - Workforce Submissions

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



ACSA has compiled some notes for members, offering guidance for those who are considering responding to the Royal Commission's request for workforce submissions.

This document looks at each of the key areas for submissions and details current work and initiatives ACSA is undertaking on workforce, the associated learnings and our submissions via the witness statement to the Workforce hearings in Melbourne, along with the ACSA response to the ACRC commissioned paper on staffing models and rating systems.

These comments and notes are provided for your information and use as they relate to your circumstances and views.

[Click here to download ACSA's guidance on workforce submissions](#)

Written submissions are invited reflecting policy issues relevant to:

- Methods for determining and implementing the minimum staffing levels and appropriate skills mix for aged care services, including for nursing, personal care, allied health and others;
- Who should be covered by a registration scheme for non-clinical staff in aged care, and how such a scheme might be implemented, administered and funded;
- Options to resolve low remuneration and poor working conditions, including how the remuneration and working conditions of aged care workers can be aligned with their counterparts in the health and disability sectors;
- How to raise the overall skill, knowledge and competencies of all care staff (existing and new entrants) in working with vulnerable people, especially those with age related conditions and illnesses;
- How to ensure service providers develop a culture of strong governance and workforce leadership; and
- Any institutional changes needed to ensure that the Commonwealth fills its role as the system steward and exercises leadership in workforce planning, development and remuneration.



These policy submissions will be accepted until close of business on **Friday, 6 December**.

In considering these, members may choose to:

- Make submissions on all, some or one issue or challenge;
- Focus on a specific issue/challenge they have faced related to one or more topics;
- Provide an example/s of a solution or successful approach you have applied in your workplace/s;
- Discuss a product or service you or others currently use that is effective/successful, e.g. workforce screening tools;
- Outline an example of a failed initiative and particularly the reasons why, obstacles, and/or assistance that would have made a difference;
- Note issues or concerns and outline an approach that would overcome these, and
- Outline any ideas/innovations that could be progressed and who would lead this.

[Go to ACSA's Royal Commission Member Resource Website](#)

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

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



Missed a Royal Commission Update?

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ACSA Member Update | 25 November 2019

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Member Update Media Alert





Aged care investment welcome but older Australians need more than Morrison has delivered to date

The peak body Aged & Community Services Australia (ACSA) welcomes Federal Government's announcements in response to the three priority areas outlined by the *Royal Commission into Aged Care Quality and Safety, Interim Report*, however is appealing to the Government to do more, and quickly.

"Aged care providers have been urgently calling for more packages, so we welcome the 10,000 new Home Care Packages announced today," said ACSA CEO Patricia Sparrow.

"Older Australians deserve to get the care they need, when they need it. The Royal Commission Interim Report highlighted the size of the home care access issue. This new funding will provide some relief, however with approximately 120,000 people waiting for a package, this will not even touch the sides of demand from older Australians.

"ACSA supports the long-term home care reform signalled today, to create a unified home care program including a single assessment workforce. This has been recommended for some time to better support people at home, so it is pleasing to see a commitment to action," she said.

The Government's other announcements to address the Interim Report priority areas - improved medication management to minimise prescribing and use of chemical restraints, training on dementia for the aged care workforce, and moving people with a disability under 45 years of age out of aged care – are all supported by ACSA.

While the announcement is a positive, and Government today indicated its intent to do more, ACSA has been highlighting for some time the things that could be done immediately to address real issues being experienced in aged care now:

- An extension of the short-term 9.5% funding injection into residential care, tied to investing in staffing, training and other workforce matters based on local and organisational needs, until the Royal Commission's broader recommendations can



be considered at the end of next year;

- To enable rural and regional Australians to remain in their communities by increasing the rural and remote supplement by \$10 per day, with 75% of providers in regional, rural and remote areas are operating at a loss; and
- To Increase the homeless supplement by \$10 per day.

“The Royal Commission is an opportunity for long-term structural and financing reform that will deliver certainty for individuals and their families, and sustainability to the sector. However, there are practical solutions that we can act on now to give older Australians better support and address sustainability issues confronting providers in delivering care.

“We look forward to Government taking urgent action ahead of the Royal Commission’s Final Report through the upcoming Budget period (Mid-Year Economic and Financial Outlook),” said Ms Sparrow.

Read Government media release - Response to Aged Care Royal Commission Interim Report [HERE](#)

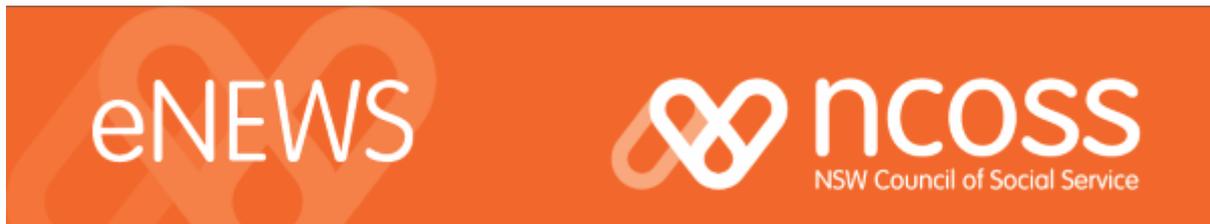
~ENDS~

Media contacts: Annette Glenister, 0400772722

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



NCOSS eNews with the latest from the community sector



A MESSAGE FROM NCOSS CEO

Dear All,

With an unprecedented start to the bushfire season this year we turn our attention to supporting affected communities and the organisations delivering much needed services on the ground. NCOSS is joining calls for the NSW Government to ensure that these organisations are properly resourced to assist in the ongoing bushfire crisis.

This week I attended the Productivity Commission inquiry into mental health. I spoke about the importance of ancillary services and community connectedness – what the Commission calls social architecture – in keeping people well. As our service models transition to ones of personalised care we see these generalist services (e.g. neighbourhood centres, tenants advice services, family support services, financial counsellors and community transport providers) being eroded. Increasing demand is met with a decreasing funding base that isn't covering BAU costs let alone expansion.



The second meeting of the Commissioning Co-Governance group was held recently and we discussed the absolute importance of transparency, good communications and a learning approach in the re-contracting of almost 1400 contracts that are due for renewal in July 2020. DCJ agreed with the sector that transition to a commissioning framework is substantial work, cannot be rushed and must be approached as a true partnership.

As we race toward the end of the year, there will be a break in our regular NCOSS eNews publications. The last publication will be the 11 December and it'll be back in inboxes on 22 January 2020!

- Joanna Quilty, NCOSS CEO

NCOSS News



COAG Passes the Energy Efficient Homes Work Plan

On 22 November 2019 Energy Ministers agreed to the [Addendum to the Trajectory for Low Energy Buildings – Existing Buildings](#). The Trajectory and the Trajectory Addendum was developed closely with stakeholders to outline policies that deliver cost effective energy efficiency improvements to homes and businesses that lower energy bills, improve comfort and reduce pressure on the electricity grid. This comes after 40 community, health and research groups called on Energy Ministers to cut energy bills, reduce carbon emissions and create jobs by committing at the COAG Energy Council meeting to implement measures to improve the energy efficiency of millions of existing homes. [Read the open letter and media release here.](#)





icare Report 'Respect & Resilience Development - Implementation and Program Evaluation' now available

The 'Respect & Resilience' report addresses the issue of customer abuse, its challenges and the prevalence of this issue in Australia. This report was written for icare customers, employers and practitioners operating in the retail and fast food industries. It looks to provide a concise overview of findings relating to customer misbehaviour in the sector, and the role of the Respect & Resilience Program in seeking to address this problem. There is a close alignment between challenges in the retail sector with those that the community sector face daily. [Read the full report here.](#)



NSW Lesbian, Gay, Bisexual, Trans and Intersex Health Strategy - Open for feedback!

Help shape the first NSW LGBTI Health Strategy! The NSW Ministry of Health would like to hear about your experiences accessing health services, and your suggestions for the future. Urbis, an independent research company, is running the consultations. [Complete the community survey here.](#) [Register your interest](#) in attending a community roundtable. Those who participate will receive \$80 for their time. One-on-one interviews are also available. [Click here for more information.](#)





Australia's Gender Scorecard 2019 Released!

The 2019 Australian gender equity scorecard has been released. It revealed that more Australian employers are taking action to promote gender equality in their organisations but the pace of change is modest and uneven, according to data released by the Workplace Gender Equality Agency (WGEA). The stand-out result was a substantial increase in employer action on family and domestic violence. There was a 13.3 percentage point (pp) jump in the number of employers with a policy or strategy on family and domestic violence, and an 8.9 pp increase in employers offering paid domestic violence leave. [Read the full media release and report here.](#)

NCOSS Training & Events

29
NOV

[NCOSS 2019 Annual General Meeting](#)

4
DEC

[NGO Research Forum](#)

[View all Training & Events](#)

Latest Community Jobs

- [Planned Support Worker - Case Management, Survivors & Mates Support Network \(SAMSN\)](#)
- [Family Referral Worker, CatholicCare - Diocese of Broken Bay](#)
- [Respite Carer - Professional Individualised Care](#)
- [Case Manager, Anglicare NSW South, NSW West, & ACT](#)
- [Youth Worker, Anglicare NSW South, NSW West, & ACT](#)

[View all Jobs](#)

[Advertise your Jobs on the NCOSS Community Jobs Board](#)

Sector Professional Development



Digital Marketing for Non-Profits: Getting Started with Google Analytics - 4 Dec 2019, Online



Connecting Up
Digital Marketing for Non-Profits:
Getting Started with Google Analytics
4 December 2019, 11.00am-12.00pm
Online

[Read More](#)

What's the Story? An Introduction to Instagram & Facebook Stories - 5 Dec 2019, Online



Connecting Up
What's the Story? An Intro to Instagram & Facebook Stories
5 December 2019, 11.00am-12.00pm
Online

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Fundraising Institute Australia (FIA) Conference - 26-28 Feb 2020, Brisbane



Fundraising Institute Australia (FIA) Conference
"It Starts with You"
26-28 February 2020
Brisbane Convention & Exhibition Centre, Cnr Merivale & Glenelg Sts,
Brisbane

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National Volunteering Conference - 18-20 Mar 2020, Perth



Volunteering Australia
National Volunteering Conference: Diversity, Power, Purpose
18-20 March 2020
Perth Convention and Exhibition Centre (PCEC), 21 Mounts Bay
Rd, Perth

[Read More](#)

Connecting Up Conference & Expo - 6-8 May 2020, Melbourne



Connecting Up
Conference & Expo
6-8 May 2020
Melbourne Convention & Exhibition Centre, 1 Convention Centre Pl,
Melbourne

[Read More](#)



Harvard Club of Australia Nonprofit Fellowship Program 2020



The Harvard Club of Australia (HCA), in partnership with the Australian Scholarships Foundation (ASF), is pleased to once again support not-for-profit leaders with an opportunity to study at Harvard Business School in the United States. HCA is offering two Fellowships to attend a highly regarded six-day course,

[Read More](#)

Jump on Board: High-performing Not-for-profit Boards in Fundraising



To help Australian NFP leaders prepare for the future of fundraising, Perpetual has collaborated on an in-depth fundraising white paper with Melissa Smith, Director of Noble Ambition. Melissa is a former Global Fundraiser of the Year (International Fundraising Congress) and Australian Fundraiser of the Year

[Read More](#)

Community Trauma Toolkit



This toolkit by Emerging Minds contains resources to help and support adults and children before, during, and after a disaster or traumatic event. It will help you understand some of the impacts of disaster and how you can help lessen these impacts. The information in this toolkit is grouped into timeframes

[Read More](#)

Scanlon Foundation Mapping Social Cohesion 2019 Report



Among OECD countries with populations larger than 10 million, Australia has the highest proportion of residents born overseas. The 2019 Mapping Social Cohesion Report allows researchers to assess community attitudes to migration, and to gauge how these attitudes are influenced by political and world events.

[Read More](#)

Volunteering Australia Pre-Budget Submission Survey



Volunteering Australia regularly provides pre-budget submissions to the Australian Government and advocates for improved support for the volunteering sector across Australia. This short survey is part of Volunteering Australia's consultation with State and Territory volunteering peak partners and stakeholders

[Read More](#)



[Subscribe to Funding e-News](#)



In Brief



NCOSS Community Cover: Have you reviewed your full NFP insurance program recently? [Check out the NCOSS Community Cover.](#)

Calling all NFP professionals: the 2020 Salary Survey is open! Complete the [Pro Bono survey](#) now!

NCOSS 2019 Annual General Meeting: Last chance to register for the NCOSS AGM held in Sydney on Friday 29 November. [Register now!](#)

Pink Elite Charity Party: Orange the World - 8 Dec 2019, Chatswood: Pink Elite is holding an Afternoon Tea Charity Party in support of UN Women's Orange the World: Charity Fundraising Event for Women's Legal Service NSW Foundation. [Find out more.](#)

Recent Reports:

- [Youth Survey Report 2019 - Mission Australia](#)
- [Rental Affordability Index: research report - SGS Economics](#)
- [State of the disability sector report 2019 - National Disability Services](#)
- [Implementation of the My Health Record system - Australian National Audit Office](#)
- [Skills and workforce development agreement: issues paper - Productivity Commission](#)
- [Investing in refugees, investing in Australia - Department of Home Affairs](#)



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Community Care Review

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An advertisement banner for INS LifeGuard. On the left is the INS LifeGuard logo, which consists of a green triangle with 'INS' in yellow and 'INS LifeGuard' in black below it. To the right of the logo, the text reads 'Emergency Response by Qualified Nurses' in a bold, teal font. Below this, in a smaller teal font, are the services: 'In-Home and Mobile Alarms | TeleHealth Services | Registered NDIS Provider'. At the bottom of the banner, in white text on a teal background, is 'For more information: 1800 636 226 | theinsgroup.com.au'. On the far right of the banner is a small photograph of a woman wearing glasses and a pink top, sitting at a desk with a laptop and a telephone.

Latest News





Speech-analysing technology available via a smart phone app could one day replace or enhance traditional tests used to screen for early signs of dementia.

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