



## 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.

New England Sector Support Team



Phone: 02 6772 3950

## Upcoming Training

Nesst has a couple of upcoming training sessions planned. Please find invitations attached and stickyticket links to register.

### Tamworth Transport Forum – Day One 13 November 2019

Froog Moore Park Retreat, 98 Bligh Street, North Tamworth

<https://www.stickytickets.com.au/89442>

### Tamworth Transport Forum - Day Two 14 November 2019

Froog Moore Park Retreat, 98 Bligh Street, North Tamworth.

<https://www.stickytickets.com.au/89443>

## Community Basics and Orientation Training 20 November 2019

The Community Basics and Orientation training will be held on the same day at the Nesst Office Beardy St Armidale. If you are attending both session you are welcome to join us for lunch

Community Basics – Armidale <https://www.stickytickets.com.au/92580>

Orientation – Armidale <https://www.stickytickets.com.au/92581>



Community Basics  
Training Flyer Armdt Nov 2



Orientation  
Training Flyer Nov 2

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## ASCA Publications Week Ending 6 November 2019

Issue No. 140 | 30 October 2019

[View this email in your browser](#)

## ACSA Weekly

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



### Royal Commission Interim Report to be released tomorrow

On Thursday 31<sup>st</sup> October the Aged Care Royal Commission will release its interim report.

This represents another big milestone in the Royal Commission calendar and for our sector. The report will provide us with more insights into what the Commission have identified as some of the key issues and future directions. And while there will be no specific recommendations, we do anticipate that this Interim Report will be extensive and are expecting three volumes and up to 900 pages of content.

ACSA will be present at a specific briefing on the report late Thursday afternoon. Our aim will be to provide you with as much information and analysis of the Interim Report as quickly as we can. Initially we will provide you with a special edition of the Royal Commission Update with a high-level overview of the **report on Thursday evening**. In the week **commencing Monday 4 November we will provide a more detailed summary and analysis report**.

### Unpack and discuss the Report

ACSA is offering a number of ways for you to be informed and involved. We will hold a webinar for members with Victor Harcourt from Russell Kennedy legal firm joining me to



present our initial analysis of the Interim Report. More information about this will be coming soon.

ACSA is running a series of state symposiums, offering you the first opportunities to unpack and discuss the report. If you haven't already please [register now](#) for ACSA's Leadership, Quality & Transformation Symposia kicking off on 4 November in Sydney, Adelaide on 8 November, Tasmania on 11 November and Perth on 14 November.

In addition to our symposiums and our webinar ACSA is partnering with COTA & Criterion to deliver a two-day "Beyond the Interim Report" conference in Melbourne from 19–21 November. For more information [see here](#).

## **Working together for effective advocacy**

We are keeping the pressure and ongoing engagement up with Government, the Opposition and the Greens to take action to address the significant and worsening financial situation we face as a sector. Our immediate asks – to be addressed in MYEFO are [here](#) and were part of our federal election campaign, "five urgent aged care priorities." Our advocacy strategy is continuing and next week you will receive the second activation pack showing how we as providers exist to care for and deliver critical services that individuals, communities and the Government rely on.

Please get involved and make our advocacy even more effective.

Regards,  
Pat Sparrow, CEO

**LEADERSHIP, QUALITY & TRANSFORMATION**

*An ACSA symposium about stepping forward*

NSW - November 4th      TAS - November 11th  
SA - November 8th      WA - November 14th



## Aged Care Provider Portal - online claiming for aged care is changing

The Government is developing a new Aged Care Provider Portal for aged care providers to access online services and make claims for aged care subsidies and supplements. This new portal will eventually replace two current systems – Aged Care Online Services for Home Care, and the Aged Care Online Claiming System for Residential Care – introducing more user-friendly features and secure Provider Digital Access (PRODA) authentication and login.

[Read more](#)

## ACSA attends update on Differentiated Performance Ratings

ACSA recently attended an update provided jointly by the Department of Health and the Aged Care Quality and Safety Commission on the progress of the differentiated performance rating website. We understand that July 2020 remains the target introduction date. The website will display compliance performance of approved providers with current (and historic) compliance data being available. [Read more](#)

## Department of Health advice on the material change form

Yesterday (Tuesday 29 October), the Department of Health advised that it has made updates to the material change form to make it clearer what information approved providers need to provide when submitting a change.

ACSA has contacted the Department seeking clarification about the changes that have been made including if any have been made in relation to the circumstances in which providers need to notify changes of key personnel given the [advice](#) in 2016 that from 14 October 2016, approved providers do not need to notify the department of changes to key personnel.

ACSA will update Members when we have received this clarification. [Read more](#)



**ACSA National Employee Relations Team**

 Florentina Min,  
ER Advisor

 Anna-Maria Wade,  
ER Manager

 Adele Rizkallah,  
ER Advisor

## **ACSA Employee Relations – strengthened service offering to further support members**

ACSA is delighted to announce that its Employee Relations (ER) support service has been strengthened. The ER team's depth and reach have been expanded across the country. With Anna-Maria Wade as the ER Manager and based in NSW, members can now get further assistance from the ACSA Employee Relations Advisors Florentina Min and Adele Rizkallah, based in Western Australia and New South Wales respectively.

ACSA ER team fields enquiries from providers all over the country and provides an ER support service exclusively for members. This service assists with tackling issues which arise during the employment relationship - from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. The team aims to keep members up to date with current practice, changes to the Australian employment relations framework and industrial tribunal decisions which may impact on the operations of their businesses.

This ER support service is included in ACSA membership and the ER team works with members and assist them in strengthening their internal HR capacity and capability. If you need assistance from ACSA Employee Relations Team, please call **1300 877 855** or send an email to [employeerelations@acsasn.au](mailto:employeerelations@acsasn.au).



## Case Study: Substitute Decision-Making



As a person ages, they sometimes lose their ability to make decisions about health care. When this happens, those decisions will need to be made by a substitute decision-maker. In this new case study by End of Life Directions for Aged Care (ELDAC) 'Vivian' is a resident in aged care. When she falls and becomes unconscious, who is Vivian's legally recognised substitute decision-maker? Does the clinical team have to follow their decision? [Read more](#)

## Palliative care resources providing more choice for terminally-ill patients to stay at home

One year on from the official launch of *caring@home*, health professionals and carers have reported how valuable the resources are in assisting home-based patients and their care team with end-of-life symptom control.

More than 3,300 *caring@home* packages for carers have been distributed to specialist palliative care services, home care package providers, domiciliary nursing services, rural and remote health services and GP practices nationwide to assist patients and their carers.

Project Director, Professor Liz Reymond said that the resources were already having a tremendous positive impact on patients and their carers as well as their wider healthcare teams. "We know from firsthand stories from carers and families, nurses and GPs from all around Australia that these resources are relevant and useful in helping to manage breakthrough symptoms for terminally-ill people at home, which may in turn, reduce patient distress and unwanted hospital admissions at end of life." she said. [Read more](#)

## Provider address details provided to the Government to be kept up-to-date

A reminder for Members to ensure their provider and service address details that have been provided to the Government are kept up-to-date.

This will ensure that correspondence to providers, such as the quarterly review letters that were recently mailed out, is delivered to the correct address in a timely manner.

Postal and physical address details can be updated by contacting the relevant



state/territory office of the Department of Health. Please contact [DHS.AGED.CARE@humanservices.gov.au](mailto:DHS.AGED.CARE@humanservices.gov.au) if you have any questions.

## **Quality Jobs and Best Practice Care: Improving Home Care Staff Engagement within a Consumer Directed Care Environment**

The University of South Australia's *The Australian Alliance for Social Enterprise* has released a research report providing insight into the experiences of frontline Home Care workers and operational staff within a Consumer Directed Care model of aged care. The report highlights the critical link that exists between workers' engagement in their job and the provision of quality aged care. [Read more](#)

## **The Aged Care National Antimicrobial Prescribing Survey (NAPS) shows antibiotic prescription rates on the rise in Aged Care Facilities**

The Pharmaceutical Society of Australia has reported that prescription rates in residential aged care facilities are on the rise, with residents and care staff receiving limited support to ensure that these medicines are being used effectively.

The 2018 Aged Care National Antimicrobial Prescribing Survey (NAPS) found nearly 10 percent of aged care residents were prescribed antimicrobials. This compares to 8.8 percent in 2017.

According to the latest NAPS, antimicrobial review or stop dates are not documented for 58.9 percent of prescriptions; the documentation of indication was missing for 25.1 percent of prescriptions; and almost one-fifth of antimicrobials were prescribed for as needed administration.

ACSA believes that as a result of these findings there may be more vigorous monitoring of Standard 3 – Requirement 3 (3) (g) and we encourage members to review their Anti-Microbial stewardship processes and practices to ensure that they meet this requirement. [Read more](#)



## 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 Sydney, Hobart, Canberra, Adelaide, Melbourne, Perth and Brisbane and tickets are available [here](#).

## ACSA Workforce webinar: The new charter of Aged Care Rights

On **Monday 4 November** Older Persons Advocacy Network (OPAN) is hosting a FREE webinar on the new charter of aged care rights. OPAN is supporting the Department of Health with raising awareness and providing education about the Charter.

This session is intended for ACSA member service organisations, with a focus on frontline aged care workers and managers. It will also include specific content for providers delivering aged care services under Home Care and the Commonwealth Home Support Programme. **For more information and to register, please [click here](#).**

## Leadership, Quality & Transformation – ACSA's symposium about stepping forward

Four months into the implementation of the New Aged Care Quality Standards and in the wake of the Royal Commission interim report, Aged & Community Services Australia (ACSA) have put together a symposium to update, prepare and equip your organisation for changes to the sector.



ACSA Leadership, Quality & Transformation Symposium series has been designed for both residential and home care providers to hear from a variety of aged care stakeholders and learn how you can guide and drive your organisation through ongoing reform and get informed about transformation strategies.

- Sydney, NSW - **4 November** - [register now](#)
- Adelaide, SA - **8 November** - [register now](#)
- Hobart, TAS - **11 November** - [register now](#)
- Perth, WA - **14 November** - [register now](#)



## 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

### 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 [ascacommunications@acsa.asn.au](mailto:ascacommunications@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](#)

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

ACSA Event

ACSA Training and Professional Development

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

- 13 November - 27 November: [If it's not documented... it didn't happen](#) (QLD, WA)

- 4 November: [Workforce webinar: The new charter of Aged Care Rights](#) (ONLINE)

- 6 November: [LGBTI](#) (SA)

- 6 November: [Bi-cultural Awareness & Safety Inclusion](#) (SA)

- 8 November: [Experiences of Older People](#) (SA)

- 13 November - 3 December: [Residential Aged Care Funding](#) (NSW, VIC, TAS, SA, WA)

- 13 November: [Support the Recruitment, Selection & Induction of Staff](#) (TAS)

- 13 November: [Reablement, Recovery & Independence](#) (SA)

- 14 November: [Combating Ageism in our society](#) (SA)

- 20 November - 11 December: [Getting It Right](#) (QLD, NSW)



- 20 November: [Mental Health Awareness & The Older Person](#) (SA)
- 27 November: [Wellness Practice](#) (SA)
- 3 December: [Strength-Based Approaches](#) (SA)
- 4 December: [Managing Difficult Conversations](#) (SA)
- 10 December: [SA Members Christmas event](#) (SA)
- 11 December: [WA Christmas breakfast](#) (WA)

[See all ACSA events](#)[See all ACSA training & professional development](#)

## Other Events

### **Webinar: Aged Care Workforce - Understanding the new Charter of Aged Care Rights - 4 November**

Monday 4 November, 3:30pm – 4:30pm AEDT, [Register here](#)

Older Persons Advocacy Network (OPAN) is hosting a FREE webinar on the new charter of aged care rights. OPAN is supporting the Department of Health with raising awareness and providing education about the Charter. This session is intended for ACSA member service organisations, with a focus on frontline aged care workers and managers. It will also include specific content for providers delivering aged care services under Home Care and the Commonwealth Home Support Programme.

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

Use code CC\*ACSA & save

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

National Conference · 19 - 21 November 2019, Melbourne

COTA  ACSA  criterion conferences



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

**\*\*Register prior to October 31 and receive the \$15 Early Bird discount.\*\***



One Day Lantern Conference dedicated 100% to Aged Care Food, Nutrition and Mealtime Experience.

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

### Department of Health

- Information for the Aged Care Sector Newsletter: ACFA consultation, Moving from home care to residential, sensitive client information and more - [click here](#)
- Material change form update - [click here](#)

## Political Alerts (FED)

### FSC releases guide to help stop elder financial abuse

The Financial Services Council (FSC) Guide on the Prevention of Elder Financial Abuse (The Guide) was launched today signalling an important step by the financial services sector towards ending the financial abuse of older Australians. FSC CEO Sally Loane said caring for an ageing population presents society with a range of risks and challenges, and financial abuse of our elderly citizens is an area becoming unacceptably prevalent in Australian society. "The guide is a starting point for non-banking financial services organisations to identify, address and prevent the financial abuse of their older clients and customers," Ms Loane said. [Read more](#)



## ACSA Member Update 1 November 2019

ACSA Royal Commission Update | 1 November 2019

[View this email in your browser.](#)

# ACSA Member Update

## Royal Commission into Aged Care Quality and Safety

### A SHOCKING TALE OF NEGLECT



### SPECIAL EDITION - Royal Commission Update Interim Report - Media, Government and Advocacy Reactions

1 November 2019

Dear Debra,

This special edition of ACSA's Royal Commission Update will provide members with further information following yesterday's release of the Royal Commission Interim Report. This includes:

- [Reactions by government and advocacy groups](#)



- [Reactions and response by media](#)
- [Template letters for families and staff](#)
- [ACSA's Interim Report Summary](#)

## **Reactions by government and advocacy groups**

### **The Prime Minister Scott Morrison – on Radio 3AW**

- Should all have the same type of standard of care right across the country
- (Fixing aged care) is the start of the process, we need the Royal Commission and now they haven't come forward with recommendations yet
- The Govt will be making a response on those issues (immediate funding in home care) before the end of the year
- “One of the reasons I've been waiting for this report is because I wanted that to inform the final decisions, we were going to make around in-home aged care funding before we finalise the midyear update. I spoke again to the Treasurer, the Finance Minister, last night and the Minister, Richard Colbeck. We have been looking for that input from the Royal Commission to inform this next set of decisions.”
- When asked if profit motive was part of the problem, the PM responded: “it doesn't matter whether it's public, private or not for profit. We have seen abuses and we're seeing substandard care across all fields. You've got to address the issues in each of those sectors
- When asked if the PM was irrevocably linked to (delivering) a surplus, he responded: “what it means is having clear priorities about where you're going to put your funds. And that's aged care, that's mental health, that's supporting the drought and these are the priorities, and it's supporting our veterans”
- “There's so much more to do...” (with chemical restraint). The PM referenced the seventh pharmacy agreement which is currently underway

### **Greg Hunt MP – Minister for Health/Senator Richard Colbeck - Minister for Aged Care and Senior Australians**



- Some aged care providers are falling far short of delivering the safe, high-quality care expected by senior Australians and their loved ones. It is also clear there are many aged care providers and workers who are delivering outstanding care
- Acknowledge that the Govt also has work to do and will consider and act on the Royal Commission findings, whilst noting significant reforms are in progress.
- The problems raised today in the Interim Report have challenged governments, industry and the community over many decades and require a coordinated response from all involved
- The Govt has invested more than \$1 billion in aged care reforms since the Royal Commission was announced in September 2018
- The Royal Commission was given a broad remit to inquire into the quality of aged care services provided to Australians. The Govt provided it with funding of \$104.3 million over four years to enable it to undertake its work.

#### **Senator Mathias Cormann – Minister for Finance on Sky News**

- Govt will address the findings. There will be a strong response. There will be a short and a longer-term response
- Govt's intention is to provide additional funding in terms of the short-term response in the half yearly Budget update in December
- When asked if \$500 million would be enough to get rid of waiting lists in aged care, Minister Cormann replied: "I suspect it will be a substantial figure. It will be the figure required to provide an appropriate immediate response while also pursuing the longer-term reforms required to ensure that all of the issues that were identified by the Royal Commission are addressed as appropriate."
- When asked if the aged care portfolio should be a Cabinet portfolio (it sits in the outer Ministry), Minister Cormann replied "The aged care portfolio is represented around the Cabinet table by Greg Hunt as the Health Minister. There has been substantial additional spending into the aged care sector from about just over \$13 billion in 2012-13 to above \$21 billion now and projected to grow much further. But there is a need, there is an identified further need."

#### **Peter Dutton MP - Minister for Home Affairs**

#### **Richard Marles MP - Deputy Leader ALP on Ch9 Today Show**



- **PD:** RC right call – it's above politics. More funding needed & need to make sure we're investing into the right model - people want to live at home longer. Need to work with the providers to have a look at the best system to manage higher-care needs
- **RM:** 16,000 Australians die each year waiting to get into the aged care system - an absolute national scandal. Govt has cut \$1.2 billion out of the aged care system

#### **Christian Porter MP - Attorney-General on ABC 7:30 Report**

*(Mostly spoke about Woolworths and wage-theft)*

- The culture inside the industry was wrong. Why human beings would mistreat other human beings, particularly our elderly. It's disgusting.
- We would hope that there would be better self-regulatory behaviour in industries, but where they don't do the right thing, they can expect the Government to step in and compel them to do it

#### **Julie Collins MP - Shadow Minister for Ageing and Seniors**

- Not shocked but report is shocking
- Highlights the need for major long-term reform & the need for the Govt to act immediately
- Six years, four ministers, billions of dollars ripped out of the system and lack of action
- Need to do more when it comes to reducing the level of chemical restraint in nursing homes.
- Govt needs to fund more packages. When you have got half a billion dollars of unspent funds in home care the Govt can act and act quickly to do something about this

#### **Senator Rachel Siewert – Greens Senator**

- The Govt can do something about the use of chemical and physical restraints in aged care right now, by immediately amending the *Quality of Care Amendment (Minimising the Use of Restraints) Principles 2019* tabled in Parliament earlier this



year. "The regulation is currently before the Senate in the form of a disallowable instrument."

- "We already regulate the use of restrictive practices in the disability sector. The aged care sector is falling behind and failing to protect older people."

#### **Andrew Wilkie – Independent MP for Clark (TAS)**

- Report an alarming insight into a sector in desperate need of reform
- Federal Govt must act immediately on the three interim recommendations
- Australia is a rich and clever country that should know how, and be able to afford, to care for our elderly to the worlds very best standards

#### **Dr Steven Miles MLA - Minister for Health/Minister for Ambulance Services QLD**

*(Note – as Minister for both Health & Ambulance – he often comments on providers over-using emergency departments)*

- A scathing report - has confirmed the need for staff to resident ratios and more transparency of the industry
- The Palaszczuk Govt had already acted to make the sector more accountable where the Federal Government refused.
- "The For-Profit Industry players and the Morrison Government have both failed to understand the gravity of the crisis in aged care or its human toll."
- "We have to stop providers dumping the frail and elderly in emergency departments. We have to get people out of hospital when they don't need to be there. We have to put nursing back in to nursing homes, and care back in to aged care."
- Qld Health is only a small provider of aged care services in Qld, providing less than three per cent of aged care places
- "We must, must stop the abuse and neglect. This landmark inquiry must lead to better funding, tighter regulation and more staffing."

#### **Jo Haylen MP - Shadow Minister for Seniors and Volunteers (NSW)**

- Despite claims from the Dept of Health that "serious instances of substandard care do not appear to be widespread or frequent", the Commission received reports



from service providers of almost 300,000 instances of substandard care over five years, including in NSW

- These instances included reports of residents with wounds left untreated, leading to septicaemia and death; residents left sitting or lying in human waste; and more than 4,000 instances of alleged or suspected assault over 2017-18
- “It’s clear the Federal Government is asleep at the wheel on aged care and the Premier and Minister for Seniors need to get on the phone, demand action and speak up for older people in NSW. Nor can we afford to sit and wait for the Commission to release its full report in a year’s time when the system is in crisis and urgent action is needed now.”

#### **Australian Healthcare and Hospitals Association (AHHA)**

- Waiting times for those in the queue (for home-care packages) are too long. The median wait time has continued to increase, and it is now 137 days, with many waiting more than a year for higher level care. One quarter of people waiting for a level 4 package are waiting three years.
- Australian research has shown that shorter wait times for home care packages are associated with people living longer and being able to stay in their own homes. Being unable to access aged care services, or care that is at the appropriate level, has broader impacts outside the aged care sector, with greater burdens placed upon carers, families, communities and the health sector
- Previous reviews have recommended phasing out supply caps for aged care places. For these reforms to be considered and sustainably implemented, we need investment to increase workforce capacity within the sector and better data to measure and monitor unmet need and equity of access

#### **Australian Medical Association – AMA**

- The RCAC has exposed numerous examples of neglect, abuse, mismanagement, under-resourcing, and under-funding in aged care.
- It has also given insights into the failures of successive Govts to fix the system.
- The background papers and reports produced by the RCAC have highlighted how Australia compares poorly internationally in terms of staffing in aged care



- A safe and quality skills mix of medical, nursing, and care staff, and minimum staff-to-resident ratios must be priorities - more than 80% of staff say they don't have time to provide social and emotional support to the residents
- Registered nurses must be available on site 24/7 to ensure appropriate care, including the safe administration of medicines, is provided for elderly and frail patients
- Staff must be trained to better care for residents living with dementia. Currently, that training is inadequate
- As part of reducing the inappropriate use of chemical restraints in aged care, there must be sufficient numbers of staff and an appropriate mix of skilled staff available at all times

### Caring Futures Institute at Flinders University

- Systemic failures in access to services, substandard care delivery, a lack of leadership, and regulatory processes that are not fit for purpose. These issues are exacerbated by an overworked, underpaid and poorly trained workforce and the need for a sustained and strategic approach to change
- Clear signals that the final report will seek to comprehensively address the design, objectives, regulation and funding of aged care in Australia
- Investment in a skilled and capable workforce is essential. Training and education are critical and should be based on best practice evidence and on the best evidence about workforce development and organisational change
- There is a need to address the lack of mandated staff ratios in residential care
- Address the current lack of an evidence-based approach to aged care services provision and practice
- There is a need to further integrate research from co-design to translation working in close partnerships with consumers and service providers. This must include the development of validated and meaningful outcome measures relevant to the older person
- There is a need for evidence-based practice and personalised care-models to be adapted
- Community engagement is required so that service users, families and carers voices are represented in all stages of research, evaluation-design and implementation



- Training and education approaches should be tracked for effectiveness of care delivery and consumer outcomes not just knowledge change

### **Combined Pensioners and Superannuants Association**

- Report fails to identify the reasons for Govt inaction. While those reasons remain hidden, the problems in aged care cannot be resolved
- A silent pact between the Govt and the aged care industry is why the very well-known problems in aged care have not been addressed. The pact is that the Govt will go soft on industry underperformance to keep costs down while ensuring adequate industry returns on investment for the industry. Govt subsidies account for more than 75 per cent of industry revenue
- To destroy this silent pact between the Govt and the aged care industry, we need aged care standards that allow performance to be objectively measured by an independent agency reporting to the Australian Parliament. This will cause a need for increased aged care funding, and that is a discussion and debate we can then have

### **Consumers Health Forum**

- Interim Report leaves the Govt no choice but to take immediate remedial action
- Clearly a failure across the system, with apparent willingness to turn a blind eye and pretend the cases that were highlighted by advocates were the exception and that overall the standard of care was high. The extent of the neglect documented in this report dispels that myth
- Overuse of chemical restraint and other related issues about medicines overuse and misuse in aged care must be addressed. This could be through the 7th Community Pharmacy Agreement currently in negotiation
- The only real barrier to easily and quickly increase the number of Home Care packages is the willingness of the Government to do it

### **COTA**

- COTA welcomes the Royal Commission's recognition that older Australians are neglected not only within the aged care system which supports around 1.3 million



older Australians each year, but also in the negative attitudes towards older people within the broader community

- Govt cannot ignore this report and must commit more funds in the forthcoming MYFEO
- People must not wait longer than three months for care and the Dept of Health told the RCAC this would cost between \$2-2.5 billion per annum to achieve – quoted Minister Colbeck (on ABC Q&A) said that target should be no more than 60 days

### **Dementia Australia**

- Urges the prioritisation of those (3) areas flagged as requiring an immediate response rather than waiting for the handing down of the Final Report
- Systemic change is required, workforce capacity and culture needs serious attention and tackling age and other forms of discrimination is vital to ensure the future aged care system is able to support people impacted by dementia

### **Dieticians Association of Australia**

- One in four submissions to the RCAC outline accounts of appalling food and rates of malnutrition in aged care
- Developing and implementing a National Nutrition Policy that encompasses the health of all older Australians living both in the community and in residential aged care is vital. This would ensure prioritisation of nutrition, through screening, assessment, care planning, adequate food and fluid delivery, support during mealtimes and staff education and training

### **LASA**

- The report will help to enable high performing, respected, and sustainable age services that support older Australians to age well by providing care, support and accommodation with quality, safety and compassion – always
- Remains fully committed to its national *Working While We Wait* campaign. Seeks Govt to:
  - additional funding of \$1.3 billion this calendar year to guarantee residential aged care service quality and continuity



- At least \$500M a year for more home care packages, to reduce wait times to 90 days
- Improvements in dementia care, incl strategies to improve behaviour management and reduce restraint
- Regulatory reform to allow service differentiation
- Rapid progress on the work of the Aged Care Industry Workforce Council, to support aged care staff and fast-track solutions to workforce issues highlighted by the RCAC

### **Retirement Living Council**

- Report is a crucial piece of work that will drive positive change for the health and well-being of older Australians

### **Pharmaceutical Society of Australia**

- The interim report identifies inadequate funding for medication management review programs for residents of aged care facilities
- Systemic failures in how medicines are used in aged care
- Calls for pharmacists to work with GPs through collaborative prescribing arrangements. This should be progressed as a matter of urgency

### **Society of Hospital Pharmacists of Australia**

- RCAC has identified over-reliance on chemical restraint in aged care – need to embed high quality clinical pharmacy services for aged care residents
- an urgent need for aged care residents to receive more frequent medicines reviews from a pharmacist
- 91% of aged care residents take at least five regular medicines and 65% take more than ten regular medicines, every day



- Funding needed to embed pharmacists into aged care facilities – trials in ACT & VIC have shown health & investment benefits

### **United Voice**

- The full extent of the underfunding and understaffing crisis laid out in the Report is a national emergency. Years of cuts, funding freezes and neglect by the Coalition Government have left Australia's aged care system broken
- RCAC has acknowledged that under the current system workers are not able to deliver quality care.
- Need more Federal Government funding for home care workers to be employed, trained and retained

### **Anglicare**

- The (aged care) system is broken and must be reformed
- Need a national commitment to end these years of neglect, and make the profound investment needed to build a system that will value people and care for them properly

### **UnitingCare Australia**

- Ageism is reflected in the current aged care system by the assumption that it is acceptable for older people to wait for needed care and support. It is also inherent in funding for the highest levels of care only being available to people willing to be isolated in, or from, their communities
- Australia has had too many selectively implemented responses from Government, based on politics rather than the best interests of the vulnerable individuals who depend on the system



## Reactions and response by media

There were approximately 600+ news alerts today (1 November 2019, 3pm) covering the reactions and media commentary on the interim report. We have selected a range from various media outlets.

### [Australia's 'cruel and harmful' aged care system is a 'shocking tale of neglect' and must be overhauled, royal commission finds](#)

Australia's aged care system is a shocking tale of neglect that needs a complete overhaul and not mere patching up, royal commissioners say.

They plan to recommend a fundamental overhaul of the whole system including its funding in their final report in November 2020.

### [The aged care royal commission's 3 areas of immediate action are worthy, but won't fix a broken system](#)

Finally, the commissioners highlighted the absence of accountability and the lack of transparency by governing, regulatory and provider organisations.

The interim report identified three areas where action should be taken now. These are important to address, though change will be slow and mostly benefit future generations.

### [Morrison promises more money for aged care](#)

Prime Minister Scott Morrison has promised more money will be spent on aged care before Christmas after a damning royal commission report called for urgent funding.

"I've been saying for some time now that we knew we would need to address issues coming out of this royal commission on aged care," he told 3AW radio on Friday.

Deputy Labor leader Richard Marles blamed the government, saying it had been dragged "kicking and screaming" to the royal commission.

"They've been in government the last six years. What's going on?" he told the Nine Network.

"This is an absolute national scandal."

### [Australia's 'shocking state of neglect' exposed in royal commission](#)

"It is a sad and shocking system that diminishes Australia as a nation," commissioners Richard Tracey QC - who died last month - and Lynelle Briggs wrote.

### [\(RADIO\) Damning report prompts calls for more help to keep elderly at home](#)

Advocates say accessing home care is fraught, with some elderly people left waiting for months or even years for vital services.

### [\(RADIO\) Royal Commission slams our failing aged care system](#)

In its interim report, the commission called for immediate reform in key areas including



Home Care packages and the use of chemical restraints.

Guest: Janet Anderson, Australia's Aged Care Quality and Safety Commissioner

[Aged Care Royal Commission: 'Cruel and harmful' system must change](#)

Federal Health Minister Greg Hunt and Aged Care Minister Richard Colbeck yesterday said the Government would spend \$21.7 billion on aged care this financial year but had “work to do” to fix the system.

“We are shocked by the stories that have arisen but we must and we will learn from them,” they said.

[Aged Care Royal Commission Interim Report provides Government the mandate to commence transformation](#)

Australians peak bodies COTA, NSA and Dementia Australia have congratulated the Royal Commission into Aged Care Quality and Safety on its “Interim Report: Neglect”.

“COTA agrees with the Royal Commission that older Australians should be more valued by the wider community. It’s not just about loving your grandparents, Australians need to also reach out as a community and support their elderly neighbours and fellow citizens, many of whom are still waiting to receive care they’ve been assessed as needing and won’t even be in the formal care system,” Mr Yates said

[Australian aged care - “a shocking tale of neglect” and “woefully inadequate”](#)

It was acknowledged in the report that “it is impossible to escape that melancholy conclusion that aged care services and the people who receive them have simply not been seen as a priority by successive Australian Governments.”

In the report, the Commissioners call for a dramatic overhaul of the current system, including the design, objectives, regulation and funding for the aged care system.

The report says, “Australia prides itself on being a clever, innovative and caring country. Why, then, has the Royal Commission found these qualities so signally lacking in our aged care system?

The Commissioners believe all of the problems brought to light in the report can be resolved, which is what will be delivered through recommendations in the Final Report from the Commission in 2020.

[“A shocking tale of neglect”: Royal Commission’s Interim Report delivers searing assessment of Australia’s aged care system – and calls for fundamental overhaul](#)

The tone of the Report is revealing. The Commissioners could have ‘played it safe’ and simply presented their findings matter-of-factly – similar to the Commission’s background papers.

Instead they have gone for an inflammatory and scathing approach that is far more likely to



attract media – and Government – attention (and indeed had some members of the media tweeting excerpts within 15 minutes).

Given Commissioner Tracey was the Commissioner who labelled the system “cruel and unkind”, the language used suggests he did – as Commissioner Briggs said – have a major role in shaping the message of the Interim Report.

#### ['A shocking tale of neglect': aged care system failing society](#)

Aged care in Australia represents a “a shocking tale of neglect” which fails vulnerable citizens and needs a fundamental overhaul, the royal commission has found.

### **Template letters for families and staff**

Please find [here\\*](#) template letters for use in communicating with residents/families and staff of member organisations. The content is available for your use and/or adaptation.

*\*Please note: This will download a ZIP file containing two MS Word documents.*

### **Interim Report – Summary**

The following special Royal Commission Update was issued on Thursday 31 October - [here](#).

ACSA also produced a chapter by chapter overview of the content of the report, with further analysis to be undertaken over the coming days and shared with members.

[\*\*Download ACSA's Interim Report Summary\*\*](#)

*For more information about the Interim Report see [here](#) for the full copy.*



## **Missed a Royal Commission Update?**

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ACSA Member Update | 4 November 2019

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# ACSA Member Update

## Royal Commission into Aged Care Quality and Safety

### A SHOCKING TALE OF NEGLECT



#### ACSA MEMBER WEBINAR:

**Wednesday 6 November**

**Unpacking and understanding the  
Royal Commission Interim Report**

Dear Debra,

ACSA will be holding an exclusive free webinar for members on Wednesday 6 November



designed to help you unpack and understand the Royal Commission Interim Report. This 1-hour session will be hosted by ACSA CEO Pat Sparrow and Victor Harcourt from Russell Kennedy Lawyers, to present our initial analysis and summarise key messages. One of our top priorities at ACSA is to provide our members with as much information and analysis of the Royal Commission Interim Report as quickly as we can, and we believe that this Webinar will help to summarise key topics from within the 900-page report. ACSA encourages our members to take this opportunity to solidify your understanding of the Interim Report's contents, along with providing our members a united focus and response to key issues and future directions.

#### **ACSA Member Webinar:**

#### **Unpacking and understanding the Royal Commission Interim Report**

**Date:** Wednesday, 6 November

**Cost:** No Charge (members only)

**Time:** 2:30-3:30pm AEDT :-

- 11:30am - 12:30pm | [WA](#)
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- 2:00 - 3:00pm | [QLD](#)
- 2:30 - 3:30pm | [NSW, VIC, TAS](#)

**[Click Here to Register: ACSA Webinar - Unpacking the Interim Report](#)**

There has been a lot of information to digest over the last few days, since the Royal Commission released the Interim Report 'Neglect' on Thursday. ACSA has sent out a number of Updates to our members since then, and will continue to provide additional insights on the Royal Commission as they occur.

In case you missed them, you can download ACSA's Royal Commission Member Updates [here](#), and some of the helpful downloads we've supplied to our members since the Interim Report's release are available below.



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## Media, Government and Advocacy Reactions

Click [here](#) for ACSA's review and summary of reactions and responses across Media, Government and Advocacy to the Royal Commission Interim Report.



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ACSA Member Update | 6 November 2019

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# Strengthening the Aged Care Workforce

3rd - 5th December 2019, Melbourne



## Strengthening the Aged Care Workforce Conference

**3-5 December, Victoria University City Convention Centre, Melbourne**

ACSA members save \$200 – [Book now](#) – use code CC\*ACSA

With the rapid increase in the demands upon the aged care workforce and the projected need to more than double the workforce size by 2050, strengthening the aged care workforce is no longer a task that can be delayed. It is of critical importance that aged care service providers respond effectively to the challenges facing the aged care workforce, particularly with the ongoing Royal Commission into Aged Care Quality and Safety and the transition to the Single Aged Care Quality Standards.

In the process of strengthening their aged care workforce, it will be crucial that aged care service providers are well positioned to attract and recruit a high quality workforce, embed customer centricity into organisational culture, train and upskill the workforce to deliver high quality care and challenge the negative perceptions of the aged care sector as a whole. This will ensure that the aged care workforce is diverse, capable, and equipped to provide elderly Australians with the high quality care they deserve.

In this challenging context and after two successful events, the [National Strengthening the Aged Care Workforce Conference](#), running in **Melbourne** for the first time from **3-5 December** will look to tackle some of the biggest challenges affecting the aged care workforce. Developed through the ACSA, COTA Australia and Criterion Conferences Executive Advisory Panel, this will be an interactive, collaborative opportunity to learn from leaders in the aged care sector who are spearheading action in strengthening their workforce.

### Key highlights:

- Hear updates on the **Aged Services Industry Reference Committee** from the **Interim Chair Kevin McCoy**;



- Explore and utilise **systems and processes** to begin the process of **change management**;
- Train and engage employees to **develop a responsive, adaptable and skilled workforce**;
- **Challenge the negative perception** of the aged care sector as a whole;
- Promote **attraction and retention of staff** through **improved job design** and **promoting aged care as the workplace of opportunity**;
- Receive practical guidance to ensure that you are equipped to **deal with the increasing demands upon the aged care workforce**; and
- Understand how to **connect the expectations of the consumer with the workforce**.

### **Who should attend?**

**Chief Executive Officers, General Managers, Directors & Managers from Residential Aged Care and Home Care providers with responsibilities for:**

- People and Culture
- Human Resources
- Recruitment
- Talent Acquisition
- Learning and Development
- Practice and Quality
- Strategy and Planning
- Operations

**Redeem an additional \$200 discount unique to ACSA members**

**by using the code CC\*ACSA when booking online**

Register today to take advantage of the special offer

Offer ends Friday 8 November 2019

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ACSA Member Update | 5 November 2019

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# ACSA Member Update

## Royal Commission into Aged Care Quality and Safety

### A SHOCKING TALE OF NEGLECT



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**Missed a Royal Commission Update?**

CATCH UP HERE



## NCOSS Member Benefits and Special Offers

As an NCOSS member you have access to a number of exclusive benefits and special offers. Check out the latest discounts and opportunities below!

For any questions or for further information about these offers, please contact Susie Saba, Business Development Manager at [susie@ncooss.org.au](mailto:susie@ncooss.org.au).



### Pathways Australia 'So You've Made it to 'Manager' ... How to Survive and Thrive! - 19-20 November

NCOSS is pleased to announce a range of Member exclusive offers in partnership with Pathways Australia. Together, the partnership will focus on supporting the community sector to upskill senior leaders, managers and other staff with free, discounted, and affordable training, consultancy and more.

If you are interested in learning new management skills, this two-day course is full of practical ideas, techniques and tips on how to become a more effective and confident community services manager. To register for the upcoming course, [So You've Made it to 'Manager' ...How to Survive and Thrive!](#), use **Discount Code: NCOSS15**, for your 15%



discount to be applied to the price of the course (Original Cost: \$759 +GST / NCOSS Members: \$645.15 +GST).

**Complimentary Registration Offer:** Complete the [Expression of Interest](#) by **1 November** to be considered for a complimentary ticket valued at \$759!

Read more about the free Employee Engagement Survey and Funding Alert Subscription [NCOSS Member Discounts](#).

Register now and enter code **NCOSS15** for exclusive 15% NCOSS member discount



## **NCOSS 2019 Annual General Meeting 29 November - Register Now**

Register now for the NCOSS 2019 AGM!

NCOSS is thrilled to announce that **Rev Tim Costello AO**, former chief advocate for World Vision Australia and a leading voice for social justice, will be joining us as guest speaker for this event. He will discuss his journey, adversities and successes on topics such as gambling, poverty and homelessness.

Read more about the event and register below!

**Register now!**



## CommBank - Design Jam 4 December

NCOSS is collaborating with CBA Social Impact Sector Banking to offer NCOSS members an opportunity to attend a CommBank Design Jam and discover how Design Thinking can be applied in your world.

CBA has reserved space for 8 teams (a team of up to 4 people from your organisation) to join them at their next CommBank Design Jam. This is an interactive and practical workshop intended to help you tackle one of your biggest challenges and show you how to fuel your creativity along the way.

***There are eight organisational spaces available (teams of up to 4 people per organisation) and will be allocated on a first in best dressed code.***

The next step is to send your expression of interest to [susie@ncoss.org.au](mailto:susie@ncoss.org.au).

**Date:** 4 December 2019  
**Time:** 8.30am – 4.45pm  
**Venue:** CBA Sydney TBC  
**Dress:** Casual





## NCOSS Community Jobs Board

NCOSS Community Jobs connects social and community sector services with quality staff. The Jobs bulletin is an established platform for community sector workers looking to find their next opportunity.

Our weekly Jobs Bulletin, containing a summary of the newest listings, goes out to 2,500+ subscribers seeking jobs in the NSW Human Services and Community Sector, and they'll be *promoted* through our social media platforms.

Advertise with us at a special NCOSS member rate now!

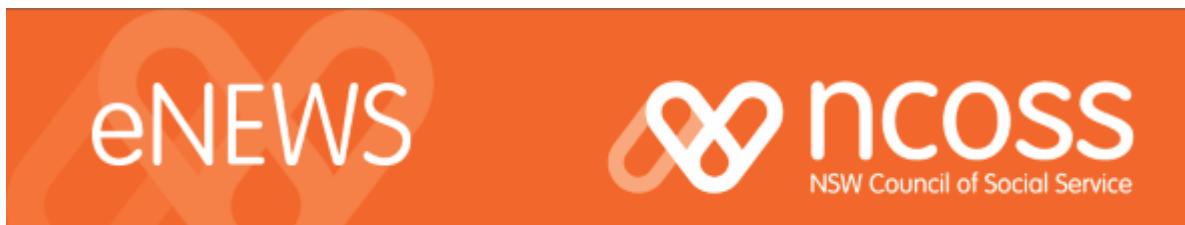
To receive the latest job listing straight to your inbox, [subscribe](#) to the jobs board newsletter!

[Advertise now](#)



## NCOSS eNews with the latest from the community sector

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Dear All,

Last week we launched our 'Mapping Economic Disadvantage in NSW' report and accompanying [interactive maps](#) which show the extent of poverty - by different demographic group and small area location - across NSW. It is a practical resource for NGOs, local councils and other levels of government to assist with setting priorities, planning and allocating resources to meet community need. [You can access the report here.](#)

Thank you to those people who attended our launch event which had a particular focus on regional issues. For those who couldn't attend, [you can watch a video](#) which includes input from Deputy Premier the Hon John Barilaro MP, guest speaker Gabrielle Chan and a diverse group of panellists. It was pleasing to see extensive media coverage of the research and our regional members speaking out about challenges for their local communities.

Thank you to all our sponsors who supported the event including [Hesta](#), [Social Futures](#), [Anti-Poverty Week](#) and [Service NSW](#). You can find out more about [Service NSW](#) offerings to help people manage the cost of living, including some new initiatives to reach people in regional areas, [here](#).

With recommissioning of Targeted Earlier Intervention (TEI) services about to get underway, the interactive maps will support organisations to demonstrate need and establish the evidence base



for their work. Along with other peaks, NCOSS is keen to ensure that the recommissioning process is consistent and fair and that organisations are appropriately supported to participate. We are working with the Department of Communities and Justice (DCJ) to plan the next round of targeted sector assistance to help with the transition process. We are keen to hear about your experience as recommissioning unfolds, so please email us on [teiassist@ncoss.org.au](mailto:teiassist@ncoss.org.au) with any updates.

- Joanna Quilty, NCOSS CEO



## NCOSS Training Opportunities - 'MOU's to Mergers' 27 November

Not-for-profits often work with other organisations when limited resources, funding or tender requirements drive a need to pool resources and expertise, or strategically align to access tax concessions. This "law-in-plain-English" session from [Justice Connect](#) will discuss the legal aspects of organisations working together. It will present various options alongside each of their legal implications, so you can make decisions for your organisation. [Read more about the workshop learning outcomes.](#)



## NCOSS 2019 Annual General Meeting - Registrations are open

Registrations are now open for the 2019 AGM! This year we are excited to announce that **Rev Tim Costello AO**, former chief advocate for World Vision Australia and a leading voice for social justice, will be joining us as guest speaker for this event. He will discuss his journey, adversities and successes on topics such as gambling, poverty and homelessness. **This is an NCOSS members only event:** [view information on how to become a member](#). [Read more about the event and register.](#)



# Mapping Economic Disadvantage in New South Wales



## 'Mapping Economic Disadvantage in NSW' Report - Available Now

The 'Mapping Economic Disadvantage in NSW' project was undertaken with the National Centre for Social and Economic Modelling ([NATSEM](#)). This research breaks down poverty rates and gives us a sophisticated picture of people living with disadvantage in NSW, including geographical concentrations of poverty and disadvantage. The report is accompanied by the [interactive online maps](#). [Read the full report](#). Did you miss the event? [View a recording of the event](#), available for a limited time!



## COSS Social Sector Survey - Closing soon

Have you completed the COSS Social Sector survey? This National survey is collecting evidence about levels of demand and unmet need in the community, how community sector organisations are faring, and what they require to improve impact and sustainability. The survey results will provide us with valuable information on the experiences of the community sector in NSW and across Australia. [Take a few minutes today](#) – the survey is open until **1 November!**

27  
NOV

[Working with Others: MOUs to Mergers](#)

28  
NOV

[NCOSS & NSW Legislative Council Parliamentary Inquiries Workshop](#)



29  
NOV

[NCOSS 2019 Annual General Meeting](#)

4  
DEC

[NGO Research Forum](#)

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- [Casual Youth Worker - Taldumande Youth Services Inc](#)
- [Case Manager - Stepping Out Housing Program](#)
- [Training Coordinator - Wesley Community Services](#)
- [Receptionist & Administration Assistant - Bobby Goldsmith Foundation](#)
- [Housing Pathways Officer - SGCH](#)

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



[Subscribe to NCOSS Community Jobs Alerts](#)





## Employment Law for Not-for-profits - 19 Nov 2019, Online



Justice Connect - Not-for-profit Law  
Employment Law for Not-for-profits  
19 November 2019, 12.45pm-2.00pm  
Online

[Read More](#)

## Grant & Tender Writing Workshop - 20 Nov 2019, Sydney



Centre for Community Welfare Training (CCWT)  
Grant & Tender Writing Workshop  
20 November 2019, 9.30am-4.30pm  
ACWA/CCWT, Level 4, 699 George St, Sydney

[Read More](#)

## Simple Tips to Supercharge your Job & Volunteer Ads - 20 Nov 2019, Online



Connecting Up  
Simple Tips to Supercharge your Job & Volunteer Ads  
20 November 2019, 11.00am-12.00pm  
Online

[Read More](#)

## Reporting to the ACNC - 21 Nov 2019, Online



Australian Charities & Not-for-profits Commission (ACNC)  
Reporting to the ACNC  
21 November 2019, 12.00pm-1.00pm  
Online

[Read More](#)

## Perpetual IMPACT Philanthropy Application Program



Perpetual distributes more than \$100 million annually from the charitable trusts and endowments they manage. The program encourages high quality outcomes by identifying organisations that can maximise their impact through good governance; solid leadership; strong strategy; and an outcomes focus.

[Read More](#)



## Social Impact Toolbox for Not-for-profits



The Social Impact Toolbox, launched by Community Sector Banking and the University of Technology Sydney, is a free resource available to any not-for-profit organisation. It provides essential evaluation tools and training, which will allow NFPs to demonstrate their significant contribution

[Read More](#)

## How to Ensure your NFP Merger Doesn't Become an Unintended Take-over



Mergers and acquisitions have become a natural part of the not-for-profit landscape with more than twice the number of organisations considering a merger than was the case ten years ago. While they bring the promise of greater efficiencies and better service delivery, they also pose a risk for smaller entities

[Read More](#)

## Anglicare Australia Jobs Availability Snapshot 2019



The Jobs Availability Snapshot aims to show what the job market is like for people who might struggle to land a job. It compares government data on the number of people with barriers to gaining work in the Jobactive system, with the number of suitable online positions advertised in the sample month of May 2019.

[Read More](#)

## Foodbank Hunger Report 2019



The Foodbank Hunger Report, now in its seventh year, surveys 2,000 charities and 1,000 individuals from around the country who are experiencing food insecurity. Foodbank Australia CEO, Brianna Casey, explained the report aims to better quantify and understand what is a growing social crisis.

[Read More](#)

## 5 ways to Celebrate International Day of People with Disability 2019



International Day of People with Disability (IDPwD) is celebrated internationally on 3 December. It aims to promote public awareness, understanding and acceptance of people with disability. It also seeks to increase awareness of gains to be derived from the integration of people with disability

[Read More](#)

[Subscribe to Funding e-News](#)



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

**Justice Connect Training:** 'Spring clean' your organisations governance for free! Available to NSW organisations funded by Department of Communities and Justice! [Find out more](#)

**Supporting Community Connection Co-design - Nov 2019, Dubbo & Sydney:** Do you have a lived experience of mental health distress? The Mental Health Coordinating Council (MHCC) would love to hear from you. [Find out more](#)

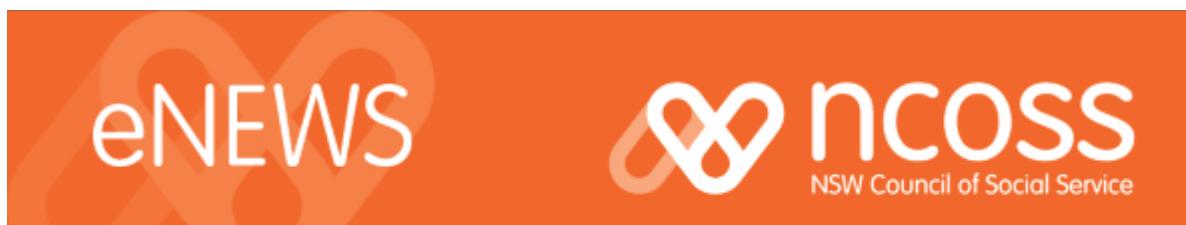
**Bright Sparks Awards Winners Panel Seminar - 13 Nov 2019, Sydney:** Amarni Hayder, Board Member, Bankstown Women's Health Centre and Annabelle Daniel, CEO, Women's Community Shelters will be discussing and sharing their work. [Find out more](#)

**Recent Reports:**

- [How Australia can invest in children and return more - Telethon Kids Institute](#)
- [Towards inclusive education: A necessary process of transformation - CYDA](#)
- [Family Matters report reveals increasing crisis for Aboriginal and Torres Strait Islander children - SNAICC](#)
- [Meeting the social and emotional support needs of older people using aged care services - Macquarie University](#)
- ["Fading Away": How Aged Care Facilities in Australia Chemically Restrain Older People with Dementia - HRW](#)
- [Women's Health Survey 2019 - Jean Hailes for Women's Health](#)
- [Blueprint for Reform: Removing Barriers to Safety for Victims/Survivors of Domestic and Family Violence who are on Temporary Visas - AWAVA](#)
- [Engaging men who use violence: invitational narrative approaches - ANROWS](#)

## **NCOSS eNews with the latest from the community sector**

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NCOSS IS FOR EVERY ONE! JOIN TODAY.



## A MESSAGE FROM NCOSS CEO

Dear All,

Last week we launched our 'Mapping Economic Disadvantage in NSW' report and accompanying [interactive maps](#) which show the extent of poverty - by different demographic group and small area location - across NSW. It is a practical resource for NGOs, local councils and other levels of government to assist with setting priorities, planning and allocating resources to meet community need. [You can access the report here.](#)

Thank you to those people who attended our launch event which had a particular focus on regional issues. For those who couldn't attend, [you can watch a video](#) which includes input from Deputy Premier the Hon John Barilaro MP, guest speaker Gabrielle Chan and a diverse group of panellists. It was pleasing to see extensive media coverage of the research and our regional members speaking out about challenges for their local communities.

Thank you to all our sponsors who supported the event including [Hesta](#), [Social Futures](#), [Anti-Poverty Week](#) and [Service NSW](#). You can find out more about [Service NSW](#) offerings to help people manage the cost of living, including some new initiatives to reach people in regional areas, [here](#).

With recommissioning of Targeted Earlier Intervention (TEI) services about to get underway, the interactive maps will support organisations to demonstrate need and establish the evidence base for their work. Along with other peaks, NCOSS is keen to ensure that the recommissioning process is consistent and fair and that organisations are appropriately supported to participate. We are working with the Department of Communities and Justice (DCJ) to plan the next round of targeted sector assistance to help with the transition process. We are keen to hear about your experience as recommissioning unfolds, so please email us on [teiassist@ncoss.org.au](mailto:teiassist@ncoss.org.au) with any updates.

- Joanna Quilty, NCOSS CEO

NCOSS News



#### NCOSS Training Opportunities - 'MOU's to Mergers' 27 November

Not-for-profits often work with other organisations when limited resources, funding or tender requirements drive a need to pool resources and expertise, or strategically align to access tax concessions. This "law-in-plain-English" session from [Justice Connect](#) will discuss the legal aspects of organisations working together. It will present various options alongside each of their legal implications, so you can make decisions for your organisation. [Read more about the workshop learning outcomes.](#)



#### NCOSS 2019 Annual General Meeting - Registrations are open

Registrations are now open for the 2019 AGM! This year we are excited to announce that Rev Tim Costello AO, former chief advocate for World Vision Australia and a leading voice for social justice, will be joining us as guest speaker for this event. He will discuss his journey, adversities and successes on topics such as gambling, poverty and homelessness. This is an NCOSS members only event: [view information on how to become a member](#). [Read more about the event and register](#).

# Mapping Economic Disadvantage in New South Wales



#### 'Mapping Economic Disadvantage in NSW' Report - Available Now

The 'Mapping Economic Disadvantage in NSW' project was undertaken with the National Centre for Social and Economic Modelling ([NATSEM](#)). This research breaks down poverty rates and gives us a sophisticated picture of people living with disadvantage in NSW, including geographical concentrations of poverty and disadvantage. The report is accompanied by the [interactive online maps](#). [Read the full report](#). Did you miss the event? [View a recording of the event](#), available for a limited time!



#### COSS Social Sector Survey - Closing soon

Have you completed the COSS Social Sector survey? This National survey is collecting evidence about levels of demand and unmet need in the community, how community sector organisations are faring, and what they require to improve impact and sustainability. The survey results will provide us with valuable information on the experiences of the community sector in NSW and across Australia. [Take a few minutes today](#) – the survey is open until 1 November!

#### NCOSS Training & Events

**27 NOV** [Working with Others: MOUs to Mergers](#)

**28 NOV** [NCOSS & NSW Legislative Council Parliamentary Inquiries Workshop](#)

**29 NOV** [NCOSS 2019 Annual General Meeting](#)

**4 DEC** [NGO Research Forum](#)

[View all Training & Events](#)

#### Latest Community Jobs

[Subscribe to NCOSS Community Jobs Alerts](#)

#### Sector Professional Development

Employment Law for Not-for-profits - 19 Nov 2019, Online



Justice Connect - Not-for-profit Law  
Employment Law for Not-for-profits  
19 November 2019, 12.45pm-2.00pm  
Online

[Read More](#)

Grant & Tender Writing Workshop - 20 Nov 2019, Sydney



Centre for Community Welfare Training (CCWT)  
Grant & Tender Writing Workshop  
20 November 2019, 9.30am-4.30pm  
ACWA/CCWT, Level 4, 699 George St, Sydney

[Read More](#)

Simple Tips to Supercharge your Job & Volunteer Ads - 20 Nov 2019, Online



Connecting Up  
Simple Tips to Supercharge your Job & Volunteer Ads  
20 November 2019, 11.00am-12.00pm  
Online

[Read More](#)

Reporting to the ACNC - 21 Nov 2019, Online



Australian Charities & Not-for-profits Commission (ACNC)  
Reporting to the ACNC  
21 November 2019, 12.00pm-1.00pm  
Online

[Read More](#)

Sector News & Resources

Perpetual IMPACT Philanthropy Application Program



Perpetual distributes more than \$100 million annually from the charitable trusts and endowments they manage. The program encourages high quality outcomes by identifying organisations that can maximise their impact through good governance; solid leadership; strong strategy; and an outcomes focus.

[Read More](#)

Social Impact Toolbox for Not-for-profits



The Social Impact Toolbox, launched by Community Sector Banking and the University of Technology Sydney, is a free resource available to any not-for-profit organisation. It provides essential evaluation tools and training, which will allow NFPs to demonstrate their significant contribution

[Read More](#)

#### How to Ensure your NFP Merger Doesn't Become an Unintended Take-over



Mergers and acquisitions have become a natural part of the not-for-profit landscape with more than twice the number of organisations considering a merger than was the case ten years ago. While they bring the promise of greater efficiencies and better service delivery, they also pose a risk for smaller entities

[Read More](#)

#### Anglicare Australia Jobs Availability Snapshot 2019



The Jobs Availability Snapshot aims to show what the job market is like for people who might struggle to land a job. It compares government data on the number of people with barriers to gaining work in the Jobactive system, with the number of suitable online positions advertised in the sample month of May 2019.

[Read More](#)

#### Foodbank Hunger Report 2019



The Foodbank Hunger Report, now in its seventh year, surveys 2,000 charities and 1,000 individuals from around the country who are experiencing food insecurity. Foodbank Australia CEO, Brianna Casey, explained the report aims to better quantify and understand what is a growing social crisis.

[Read More](#)

#### 5 ways to Celebrate International Day of People with Disability 2019



International Day of People with Disability (IDPwD) is celebrated internationally on 3 December. It aims to promote public awareness, understanding and acceptance of people with disability. It also seeks to increase awareness of gains to be derived from the integration of people with disability

[Read More](#)



In Brief



## Community Care Review

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# COMMUNITY Care REVIEW

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

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## Latest News



[\*\*No time to wait: LASA releases pathway to reform\*\*](#)

LASA's CEO Sean Rooney has described the current home care situation as "unacceptable in 21st century Australia" as the peak released a 16-point pathway to reform in the aged care sector.



### [CDC drives accumulation of unspent funds](#)

Consumer directed care is driving the accumulation of unspent funds, according to new research.



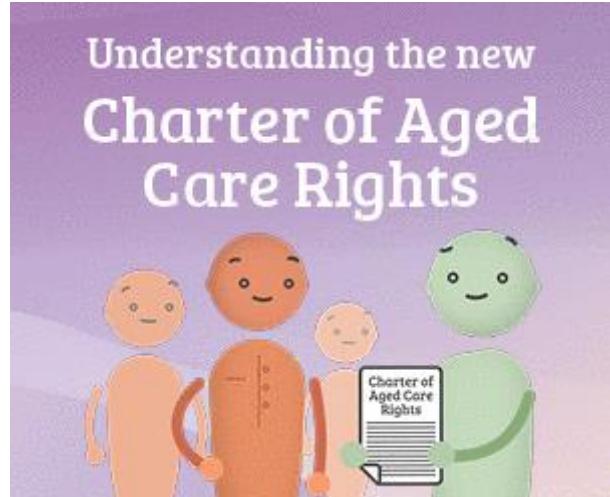
### [Women using home nursing becoming older, more complex](#)

Women using home nursing services are becoming older and more medically complex, according to a study.



### [Euro tour inspires journey in deaf services](#)

The aged care manager at Deaf Services Queensland is expanding service offerings after bringing back learnings from Finland.



## 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.



### ["Coming of Age Together: New ways of knowing & acting" 2019 AAG Conference](#)

Nov 4 - Nov 8

The 2019 AAG Conference "Coming of Age Together: New ways of knowing & acting" to be held in Sydney from 5th to 8th November 2019 is the place to hear from leading experts in the field of ageing. This year's program will include presentations and discussions led by respected researchers, academics, policy makers and practitioners.



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

Mar 2 - Mar 4

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