



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 from NESST

We have no more training planned for the remainder of 2019.

However, we have a lot of exciting events planned for the New Year and will provide details 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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Wellness and Reablement showcased

HNG has a number of videos focused on client Wellness and Reablement.

Home Nursing Group has been showcasing how staff assist our clients to stay well and focussed on Reablement activities to stay well and safe at home for longer.

These videos can be used for training staff and promoting this change in approach with clients.

<https://www.homenursinggroup.com.au/videos/>

Community Care Review

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An advertisement 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 white 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, is 'In-Home and Mobile Alarms | TeleHealth Services | Registered NDIS Provider'. At the bottom of the ad, a teal bar contains the text 'For more information: 1800 636 226 | theinsgroup.com.au'. On the right side of the ad, there is a photograph of a woman with glasses, wearing a white lab coat, sitting at a desk and looking at a laptop screen.

Latest News



Broken funding model 'cause of workforce problems'

A submission to the Aged Care Royal Commission has laid out concerns about individualised funding in home care, saying it has eroded working conditions and reduced the quality of care.





AMA position paper calls for innovation in aged care

An AMA position statement says innovation and enhanced technology must be included in all current and future aged care planning.

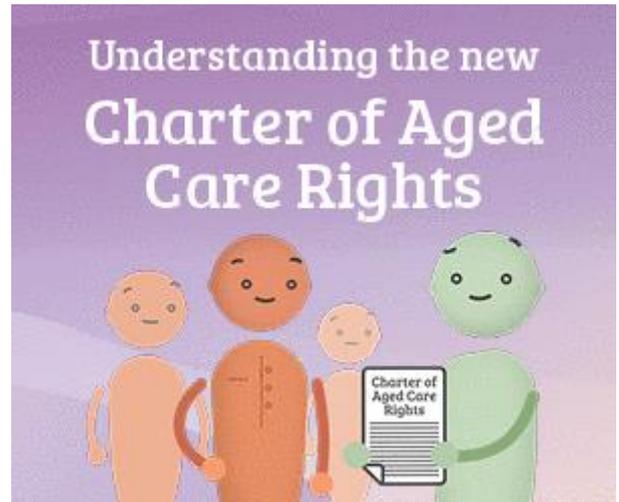


Seniors crave digital connection, study finds

Seniors are enthusiastic to embrace technology but continue to be excluded from the digital wave, a report has found.

New temporary housing option for young people in aged care

The government says Medium Term Accommodation will now be available under the NDIS as it moves to keep young people out of aged care.



Events

Presented by Australian Ageing Agenda Advertisers



ITAC 2020 – Transforming Independence through Innovative Technology

Mar 2 - Mar 4

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



**ACSA Weekly Issue No.
146 | 12 December 2019**

[View this email in your browser](#)



Royal Commission asks for ideas on aged care sector redesign

ACSA has again joined forces with The Aged Care Guild, Anglicare Australia, Baptist Care Australia, Catholic Health Australia, LASA, The Aged Care Guild and UnitingCare Australia to seek financial redress for the serious issues besetting the sector in MYEFO. We are providing the media with case studies as well as the facts to highlight the risks to certainty of care without action on funding. We are also committed to responding together when MYEFO is released.

This week, the last 2019 hearings, has seen the Royal Commission in Canberra focus on the interface issues between aged care and the health care system. Our summary of the week will be with you as soon as possible after the hearings finish this afternoon.

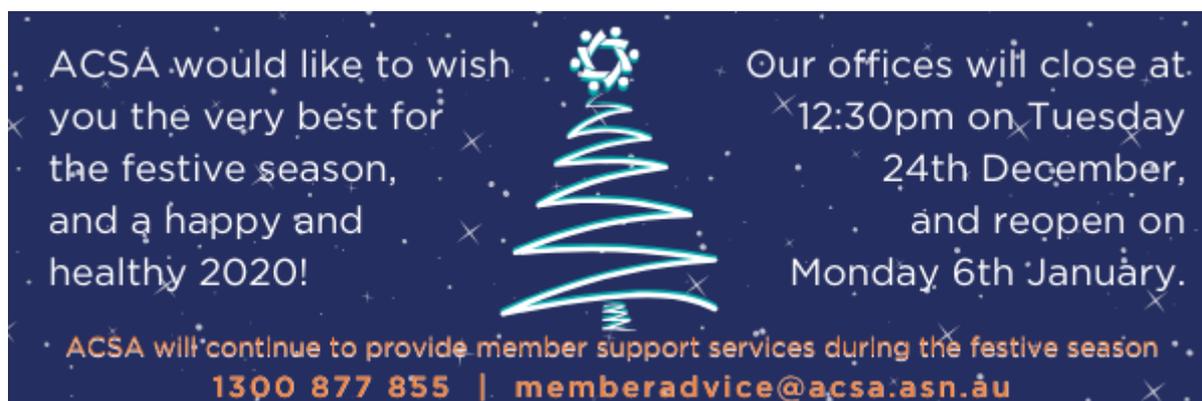
While the hearings will be in recess the Commission has released a paper on the future design of the aged care system. Submissions are invited by 24 January 2020. ACSA will be making a submission and will work with our members as much as we can given the tight timeframe. We would also encourage members to provide their own submission and to assist you with that we



will share some key points and ideas for your consideration in the next edition of ACSA Weekly, for others to use if they wish to in their submission.

And finally, on a positive note we have seen acts of kindness and support across the sector this week. Particularly in NSW where a metropolitan member staff raised funds by running a pilates class to support another member in a drought beleaguered country area. Important for us all to reflect and remember that we do support and care about each other as a sector, particularly in this difficult time.

Regards,
Pat Sparrow
ACSA CEO



Royal Commission: call for submissions on future design of aged care system

As mentioned above in our ACSA Weekly introduction, the Royal Commission into Aged Care Quality and Safety invited submissions for interested individuals and organisations on the future design of the aged care system. The Commissioners have released a [consultation paper](#) that explores options for future design of aged care programs, which asks, "how could we ensure that any redesign of the aged care system makes it simpler for older people to find and receive the care and supports that they need?" [Read more](#)

ACSA is currently preparing its submission on the future design of the aged care system, and



would encourage all our members to also submit their own to the Royal Commission. We will provide more information on ACSA's comments on various aged care design areas in our next edition of ACSA Weekly on 19 December.

Government announces \$22 million funding for ageing and aged care research

Acting Minister for Health, the Hon. Alan Tudge Hunt MP, and Minister for Aged Care, Senator Richard Colbeck have announced the Morrison Government is investing \$22 million in research into aged care and better outcomes for older Australians, as a part of more than \$400 million commitment to world-leading medical research projects aimed at improving the health of Australians. [Read more](#)

WA Parliament passes historic voluntary assisted dying laws

On Tuesday evening 10 December the WA Parliament legalised voluntary assisted dying in Western Australia. These laws give Western Australians who are terminally ill the right to end their suffering at a time of their choosing while ensuring that the necessary protections and approvals for these decisions are in place. [Read more](#)

Aged Care Legislation Amendment (New Commissioner Functions) Bill 2019

On 5 December, the Morrison Government secured passage of the Aged Care Amendment (New Commissioner Functions) Bill 2019 which Government states, "strengthens the independent oversight of the Aged Care Quality and Safety Commission". From 1 January 2020, the Commissioner's role will be expanded to include the oversight of: approving all residential and home care providers; aged care compliance and enforcement actions; and the administration of the responsibilities of approved providers to report assaults. [Read more](#)



**ACSA FINANCE & AGED
CARE SECTOR SYMPOSIUM**

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

VIC - February 25th
TAS - February 28th

REGISTER NOW

Response from Government on recently announced \$537M funding package

On Monday 25 November the Morrison Government announced a \$537 million funding package in response to the three priority areas identified in the Aged Care Royal Commission's Interim Report. ACSA identified a number of questions for Government relating to their announced measures, to which we have now received a response. [Read more](#)

Aged Care Quality and Safety Commission performance assessments and new provider information sheet

The Aged Care Quality and Safety Commission (ACQSC) have released *Information for providers: initial documents requested during performance assessments in residential services*, to assist providers prepare for and have timely access to information for an efficient and effective site visit, including unannounced visits. Also released is the ACSQC sector performance data for the aged care quality regulatory and compliant functions for the quarter July–Sept 2019. This report covers the first quarter during which aged care services have been assessed against the requirements under the eight new Quality Standards. [Read more](#)

New Stolen Generations resources for GPs, dental and aged care services

New resources to support Stolen Generations survivors were launched on 5 December by the Minister for Indigenous Australians, the Hon. Ken Wyatt. The resources were developed by The Healing Foundation in collaboration with Stolen Generations survivors and peak bodies including ACSA, the Royal Australian College of General Practitioners, the Australian Dental Association and the Aged Care Industry Association. [Read more](#)



Changes to restraint rules in aged care: Clarity on the responsibilities of providers

Following the commencement of the new restraint rules in July 2019, aged care providers have been waiting for the outcome of the Standing Committee's review of the rules. On 26 November, amendments to the rules were incorporated into the Principles by the *Quality of Care Amendment (Reviewing Restraints Principles) Principles 2019*. How far do they go in clarifying the position for aged care providers and what should providers do? ACSA National Partner, Russell Kennedy Lawyers has published their insight into these changes. [Read more](#)

ACSA has been responsible for advocating and seeking clarification on the issue of consent and we are very pleased that our efforts have resulted in this clear direction from government.

A promotional banner for the ACSA Procurement Portal. On the left, there is a photograph of a person's hands typing on a laptop. To the right of the photo is a teal-colored box containing the ACSA logo (a gear icon followed by "ACSA" and "Aged & Community Services Australia" in smaller text) and the text "Procurement Portal" in a bold, teal font. Below this, a white box with a teal border contains a teal circle with a white dollar sign icon, followed by the text "Connecting ACSA members to better procurement solutions". Underneath that, in a smaller font, is the text "Helping members connect & harness our collective buying power to achieve lower prices". At the bottom right of the banner is an orange button with the text "FIND OUT MORE" in white capital letters.

ACSA
Aged & Community Services Australia
Procurement Portal

Connecting ACSA members to better procurement solutions

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

FIND OUT MORE

Member Survey - New Quality Standards: Six months in, what is your experience?

It is almost six months since the commencement of the new Aged Care Quality Standards and nearly twelve months since the commencement of the new Aged Care Quality and Safety Commission. We know the approach of the regulator in monitoring compliance has changed so we want to gain an understanding of your experiences to date, including the impact it is having on your residents, your staff and your resources. [Complete the 4-minute survey](#)

First Annual Report for the Aged Care Quality and Safety Commission



The Aged Care Quality and Safety Commissioner, Janet Anderson has released the first Annual Report for the Aged Care Quality and Safety Commission for the period 1 January 2019 - 30 June 2019. The report covers activities during the first six months of the Commission's operation and includes information on the final six months of the Australian Aged Care Quality Agency.

Of particular interest to providers is the inclusion in the report's overview of both broad-brush and analytical data around the Commission's activities in supporting and monitoring risk-based regulation, complaints resolution, education and engagement. [Read more](#)

Humans of Aged Care: Cheryl Markham

Cheryl Markham is a Human of Aged Care. She works as a pastoral carer at Mercy Place (VIC). "Working in aged care is so satisfying and I know I go home feeling uplifted," she said. "Pastoral care involves looking after the spiritual needs of people. As they get older they get deeper, people start asking about the meaning of life and what they've done with their life. Pastoral care also encompasses religion, people who aren't religious, cultural and emotional needs.

"We are in a very special position working in aged care. We get to hear their stories, their life stories. We get to carry their stories after they're gone and we can take them with us through our life journey. I get to pass on the stories of the people I have cared for to generations to come. It's a wonderful thing to be able to take with you through your life." [Read more](#)



CHERYL MARKHAM
Pastoral Carer at Mercy Place, VIC



"I realised, yes, one person can make a change to people's lives.

Whatever role we do in aged care it's all to make a better day for the person we support, and if we can do that then we've got a job we can be proud of, and it's a very valuable role to have."



Welcome to new ACSA members

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

- [Bendigo Health Care Group](#)
- [iCare Community Services](#)

Froniditha Care elects new president and board executive

Froniditha Care has welcomed its new president, Professor Eugenia (Genie) Pedagogos. Officially elected by Froniditha Care's Board of Directors on 10 December, Genie continues the work of the first female president Faye Spiteri, who completed her tenure as a director in November. Genie comes to the role after two years on the board as a director, and brings decades of knowledge of the Australian medical industry. [Read more](#)



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.

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.

Change the conversation about aged care in Australia



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](#)

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 ascascommunications@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 Alerts

- 9 December: ABC Radio, The World Today - [Lack of vocational training and education disadvantaging young Australians](#), featuring ACSA CEO Pat Sparrow



ACSA's Upcoming Events, Training and Professional Development programs

 ACSA Event  ACSA Training and Professional Development

 5 February - 27 February: [CEO & Board Members Dinner](#) (NSW, SA, WA, VIC, TAS)

 6 February - 28 February: [Finance & Aged Care Symposium](#) (NSW, SA, WA, TAS)

 10 February: [Retirement Living Symposium](#) (SA)

 12 February: [Develop a Workplace Learning Environment](#) (TAS)

[See all ACSA events](#)

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

Other Events

Quality in Aged Care National Conference | Sydney, 18-19 March 2020



In response to the new standards, recent changes in funding models and the ongoing Royal Commission, Criterion Conferences in partnership with ACSA and COTA, brings you the 5th Quality in Aged Care Conference. Featuring two in-depth content streams, teams are able to move between Quality and Customer Experience streams to cover topics most relevant to you. [Register now](#)



Publications, reports, grants and resources

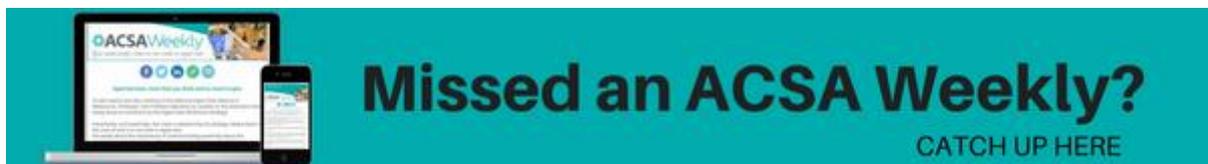
Department of Health: Information for the Aged Care Sector, Issue 2019/19. [Read more](#)

Aged Care Quality and Safety Commission: Annual Report 2018-19. [Read more](#)

Political Alerts (FED)

Strengthening independent oversight of aged care

The Morrison Government has successfully secured the passage of the Aged Care Legislation Amendment (New Commissioner Functions) Bill 2019 which strengthens the independent oversight of the Aged Care Quality and Safety Commission, from January 1 2020. [Read more](#)





NCOSS eNews with the latest from the community sector

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A MESSAGE FROM NCOSS CEO

Dear All,

Following the NCOSS board election and AGM on 29 November, we farewell four retiring directors and welcome four new directors.

I know NCOSS members will join with me to thank Tony Davies, Ben Carblis, Suellen McCaffrey and Eamon Waterford for their many years of service on the Board. Their contribution has ensured that NCOSS faces 2020 in a strong position with good relations with our political leaders, government officials, member organisations and other important stakeholders. Tony's role as President has been particularly instrumental in ensuring that NCOSS is relevant, well respected and well placed for the future. We sincerely thank them for their efforts towards a NSW free from poverty and disadvantage.



We warmly welcome new members Katherine McKernan (Homelessness NSW), John Robertson (Foodbank NSW and ACT), Wendy Foote (Newcastle University) and Brad Webb (Samaritans). They join our remaining six board members, and together have elected David Fisher as President and Ying Zang as Treasurer. [You can read more about our Board here](#)

NCOSS has been advocating to both the NSW and federal governments to secure the future of Equal Remuneration Order (ERO) supplementary payments. Following the Fair Work Commission's equal pay decision in 2012, both State and Federal Governments committed to provide supplementation under relevant contracts, to address the under valuation of the work performed by the community sector. The NSW Government has provided \$1.33 billion in additional payments up until 2021. But beyond this date, it is unclear whether payments will be built into baseline funding. If they do not continue we know this will mean cuts to jobs and services. It will mean going backwards at a time of rising demand in our communities. You can read more about the action we have taken below.

This is the final eNews for 2019. We'll be back to our regular schedule on the 22 January. Have a safe and happy holiday period and may the new year bring some relief for those affected by bushfires and drought.

- Joanna Quilty, NCOSS CEO

NCOSS News



NCOSS Advocates for Continuing ERO Supplementation

In 2012 the NSW Government committed \$1.33 billion towards providing ERO supplementation payments on top of baseline funding for relevant contracted programs. The ERO was a landmark decision that recognised and sought to address pay equity for the predominantly female community services workforce. With the upcoming expiry of the legislation that has guaranteed ERO supplementation, there do not appear to be any plans for such payments from the NSW or federal governments to continue beyond June 2021. We have [written to the NSW Treasurer](#) to clarify NSW's position. NCOSS has also joined the [ASU Equal Pay Alliance](#) and we are pushing the message at the federal level. We are working with ACOSS and the broader COSS network to have ERO supplementary payments retained and built into federal base funding. NCOSS will meet with Federal Minister, Anne Ruston along with ACOSS, other COSSs and key community organisations. We also ask that



your organisation send a letter to your local MP letting them know about your concerns about the sustainability of community services in your area. [A pro forma letter can be found here](#)



TEI and Other Contract Re-negotiations for 1 July 2020

NCOSS, together with other Peaks, has been liaising with the Department of Communities and Justice to ensure that the re-negotiation of almost 1,500 contracts for commencement 1 July 2020 is handled as effectively as possible. We have drafted a [Quick Guide to Renegotiating your Service Contract](#) to assist in the process of negotiating with your CPOs. This is a guide only and should not be taken as legal advice. If you require legal information you can find resources on the [basic principles of contract law](#) and the [NSW Human Service Agreement](#) on the Justice Connect website. Your organisation may be [eligible](#) for pro bono legal assistance through the Justice Connect Not-for-Profit Law service. For TEI Services specifically, Fams will be offering a round of workshops in March/April 2020. Keep an eye out for dates and locations. These workshops are being designed to provide services with the information they need to be compliant with new requirements by June 2020: completing your program logic, getting set up on DEX, and measuring client and community outcomes in SCORE. LCSA too has provided [advice to members for renegotiating your contract](#) - including 3 guiding principles.





Increasing Resilience to Climate Change Community Grants

The NSW Government is investing in community-led adaptation projects that deliver positive social, environmental and economic outcomes while supporting community participation and resilience to climate change impacts. The Community Grants program has been established to support projects that help communities to take action and manage climate change impacts by being able to better plan. The Climate Change Fund is providing \$600,000 in 1 round of grants, with grants between \$10K and \$30K available for individual projects. [Apply before 31 January!](#)



NCOSS Releases Submission to NSW Productivity Commission Discussion Paper

NCOSS has made a submission to the NSW Productivity Commission Discussion Paper *Kickstarting the productivity conversation*. NCOSS is calling on the NSW Government to use the productivity reform agenda to strategically target the community services sector – part of the fast growing healthcare and social assistance industry – to help address existing and impending vulnerabilities in the NSW economy, plan for future workforce demand and support those who are at risk of disadvantage in the community. [Read the full discussion paper here](#)

NCOSS Training & Events

[Watch This Space for 2020 Training & Events!](#)

Latest Community Jobs

- [Family Referral Worker, CatholicCare - Diocese of Broken Bay](#)
- [Gambling Counsellor - Anglicare](#)



Public Interest Advocacy Centre (PIAC)
Social Justice Dinner
27 February 2020, 6.30pm
Doltone House, Hyde Park, Sydney

[Read More](#)

Emotionally Intelligent Leadership - 8 Apr 2020, Surry Hills



Centre for Community Welfare Training (CCWT)
Emotionally Intelligent Leadership
8 April 2020, 9.30am-4.30pm
ACON Training Rooms, 414 Elizabeth St, Surry Hills

[Read More](#)

Sector News & Resources

The Inclusive Australia Social Inclusion Index: 2019 Report



The impact of social exclusion in Australia cannot be overstated. Social exclusion costs the Australian economy \$45 billion each year, and affects 6.7 million people. However, at the heart of Australia's culture are values of respect and fairness, and the majority of Australian people are not highly prejudiced.

[Read More](#)

Community Services Data Alliance: Get Involved



Community organisations collect a lot of data about the business of community service delivery. This data represents a great opportunity for organisations and the broader Industry to build evidence about the business of community service delivery. But this data is rarely aggregated across organisations.

[Read More](#)

Active Citizenship Conference Presentations



The City of Parramatta Council hosted the Active Citizenship national conference in November 2019, designed to share and progress effective approaches to enabling active citizenship and community-led action. The conference was attended by people and organisations involved in designing,

[Read More](#)

Disrupting Disadvantage: Setting the Scene



Over three research reports, the Committee for Economic Development of Australia (CEDA) is exploring how Australia can adopt innovative new approaches to breaking the cycle of entrenched disadvantage. The complex and multi-faceted nature of disadvantage results in multiple touchpoints

[Read More](#)

Centre for Social Impact (CSI) Scholarships Round 1 2020



Scholarships are merit based and awarded to students who demonstrate commitment, leadership and contribution to better social outcomes in the business, public and/or social purpose sectors. Scholarships are available for: Graduate Certificate in Social Impact; MBA (Social Impact); and Master of Commerce.

[Read More](#)



In Brief

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

NCOSS Member benefits and discounts in partnership with Pathways Australia: [Find out more](#) about how you can access a free 6-month funding alert subscription and an annual employee engagement and satisfaction survey before 2019 ends, contact NCOSS: info@ncoss.org.au

UNSW wants to hear from you: If you are employed in health, aged care, social services, legal/just sector and/or the public sector who have contact with older people – then UNSW wants to hear from you! Read more about the questionnaire and research project [here](#). [Check out the questionnaire here!](#)

National Survey of Outcomes Measurement Practice: UNSW is inviting all NSW child and family community services to participate in a short online survey to help build this picture of outcomes measurement practice. [Share your experiences today!](#)

Do you provide information or advice to consumers considering bankruptcy, debt agreements or financial difficulty assistance? Please consider completing an [anonymous survey](#) for a study exploring how the difference options impact on consumers and their financial wellbeing, and whether changes to the law are needed. Contact Nicola Howell, nhowell@student.unimelb.edu.au

Recent Reports:

- [Dangerous summer: escalating bushfire, heat and drought risk - Climate Council of Australia](#)
- [NDIS Planning Interim Report - Joint Standing Committee on the NDIS](#)
- [Position paper: The Status of Women and Girls with Disability in Australia - WWDA](#)
- [National Alcohol Strategy 2019–2028 - DOH](#)



- [Patterns of alcohol and other drug treatment service use in Australia, 1 July 2014 to 30 June 2018 - AIHW](#)

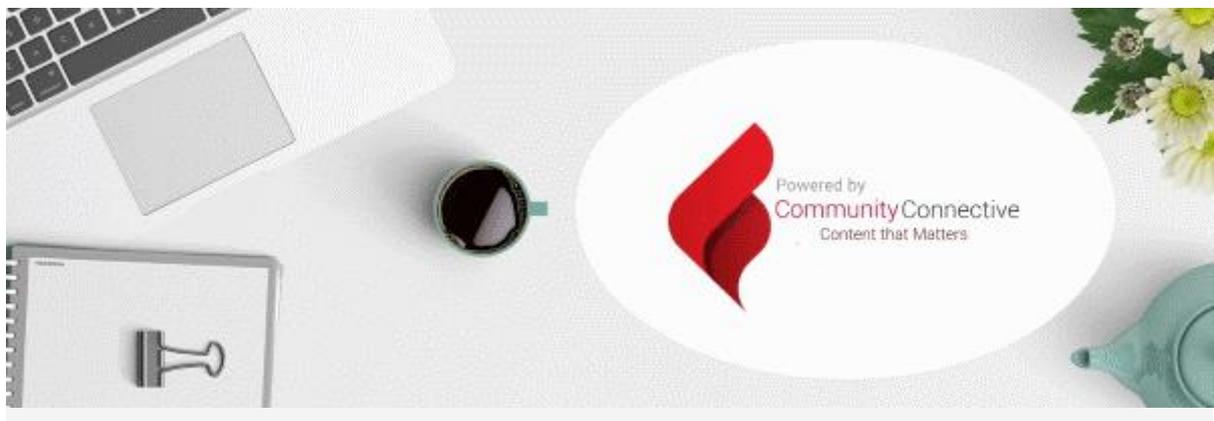
NSW Council of Social Service



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ACSA Events | 16 December 2019

ACSA Finance Symposium coming up in February 2020

ACSA invites you to join your colleagues from across the sector at the 2020 CEO Dinner & Finance Symposium to be held in Sydney on **5 and 6 February 2020**.

This program for the Finance & Aged Care Symposium has been developed by ACSA to assist providers with overcoming challenges in financing consumer-centric care during a time of transformation in the sector.

These events will bring together industry professionals and thought leaders in finance to discuss the challenges attendees are facing and to inform solutions for sustainability and growth.

- **CEO & Board Dinner: Wednesday 5 February - ACSA members-only***
Location: [Castlereagh Boutique Hotel](#), 169 Castlereagh St, Sydney
Fee: Early bird rates available until 5 January!
- **NSW Finance Symposium: Thursday 6 February**
Location: [Stamford Plaza Sydney Airport Hotel](#), Cnr. O'Riordan St & Robey St Mascot
Fee: Early bird rates available until 6 January!

The program of this event has been specially designed for Board members, Chief Executive Officers, Chief Financial Officers, Executives, Directors, General Managers and Managers with responsibility for finance, business, strategy & innovation, operations and ACFI.

[REGISTER HERE](#)



ACSA FINANCE & AGED CARE SECTOR SYMPOSIUM

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

VIC - February 25th
TAS - February 28th

ACSA
Aged & Community Care Australia

REGISTER NOW

Full day program 9.00am-4.30pm

- **Keynote Address** from ACSA CEO Pat Sparrow
- An overview and update on the **financial landscape**
- Improving of **financial viability** for **regional & rural aged care providers**
- Updates on the **differentiated performance rating system** for aged care
- An interactive session on **sustainability** – evaluating the factors to success
- An analysis of the **CMS staffing model**
- Allocation of **residential places**
- Unpacking **proposed changes** to **home care payments**
- **Investment management** in aged care

SPONSORSHIP OPPORTUNITIES AVAILABLE - contact Jodie Pettersen
on 08 6555 1593 or jodie.pettersen@acsa.asn.au

For more information please contact Emma Nash - 1300 856 904 or email emma.nash@acsa.asn.au



[View this email in your browser](#)

ACSA Royal Commission Update 16 December 2019

ACSA Member Update

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



Royal Commission Update - 35th Edition Canberra Hearing

Dear Debra,

The Royal Commission held its final public hearing for the year in Canberra last week, inquiring into the interface of aged care with the health system. In particular, the focus was on the ability of residents in residential aged care to access primary and specialist healthcare.

Unsurprisingly, Commissioners and Counsels Assisting indicated their dissatisfaction with the current arrangements through which aged care residents accessed medical care, finding they faced:



- Barriers to accessing the services of General Practitioners (primary care);
- Barriers to accessing the services of medical specialists, including geriatricians and psychogeriatricians, cardiologists, neurologists, nephrologists, dermatologists and other medical specialists;
- Barriers to accessing state-based sub-acute rehabilitation services; and
- Barriers to accessing state-based specialist palliative care services.

The interface between the Commonwealth-funded aged care system and the state-run hospital system was also examined at length.

Witnesses included direct evidence witnesses, aged care providers, state health department officials, hospital administrators and several expert witnesses in geriatric medicine.

Throughout the hearing, Counsel Assisting sought to test several propositions that they are considering putting to the Commissioners for their consideration in the context of recommendations to government in the final commission report.

[Click here to download ACSA's overview of the Canberra hearing](#)

These key propositions are:

1. **That there should be funding to establish the nationwide implementation of hospital-led multi-disciplinary teams to deliver outreach programs to residential aged care residents.**
 - The Commission heard evidence about several examples of these MDT outreach programs already in operation that have been developed at the hospital network level in different states, such as the CARE-PACT program in New South Wales and the GRACE program in New South Wales.
 - Witnesses working within this teams as well as the relevant departmental officials highlighted the successes of these programs in:



annual payment to GPs who deliver care to a specific cohort such as aged care residents to cover the costs of non-face-to-face activities. In this model, aged care residents would elect to 'enrol' in this GP's care and would receive a regularised service for which the GP would be remunerated.

3. That practical and logistical barriers be broken down to further incentivise General Practitioners to service aged care residents.

- The Commission heard that while the financial barrier was the key reason why only 50% of GPs will visit aged care homes. They pointed to 'cultural barriers', where GPs are unfamiliar with practising in that setting.
- Most witnesses agreed that aged care providers could be required to ensure their facilities meet minimum requirements to enable GPs to visit, such as consulting rooms, basic equipment and access to a computer and clinical records.
- Witnesses also agreed that there is a role for the accrediting colleges to play to work with aged care providers to establish a common set of mutually beneficial expectations.
- The limitations of current medical curriculum and training in terms of preparing doctors for managing aged care residents was also raised as an area for improvement.

4. That both financial and cultural barriers that prevent medical specialists from attending aged care facilities be broken down.

- One witness pointed out that under the MBS, only geriatricians can claim reimbursement for several items designed for residential aged care visits, which was pointed to as an area for immediate reform to encourage greater specialist visitation rates.
- Similar to GPs, witnesses also advocated for the role of accreditation bodies in encouraging their members to service this section of the population. Indeed, Commissioner Briggs referred to it as their 'moral and ethical obligation'.



5. **That greater clarity about the role of the aged care facility in delivering clinical care be established through changes to the Aged Care Act and subordinate legislation.**
- A lack of clarity around the role of aged care providers to provide certain elements of clinical care was also highlighted as an area for improvement. The clinical governance of an individual across the care continuum was discussed at length.
 - Direct evidence witnesses reported that their expectations around what their aged care provider could do in terms of arranging primary care and specialist care were not met.
 - Some witnesses were supportive of the proposition that there be a requirement imposed on providers to engage GPs at a provider-level to ensure their residents can access primary care as needed.
 - The level of care that is reasonable to expect aged care facilities to provide and what needs to be provided in hospital was also raised, with wound care and catheter management pointed to as areas that often trigger a hospitalisation but that probably should be dealt with in the aged care setting.
6. **That a ‘care coordinator’ role be a legislative requirement in aged care homes to coordinate care across the various health and care systems for each aged care resident.**
- All witnesses were supportive of the idea that Care Coordinators should be used in aged care homes to ensure ‘wrap-around services’ for each individual, from primary care to specialist care and clinical care within the home, as well as ongoing care planning and a focus on preventative and restorative care.
 - However, there was a great divergence of views on who or what role should fulfill the Care Coordination role.
 - Providers advocated strongly that their staff, most likely their RNs, should fill this role, as GPs are too removed from the daily provision of care to perform this role adequately. They pointed out, however, that there is no funding availability for this role under ACFI.



- Several GP and nurse practitioner witnesses argued that this is in the domain of the primary care practitioners, whether that be a GP or a nurse practitioners.
- Other witnesses testified the role could be fulfilled by an MDT, or other health practitioners including allied health workers, social workers or even very skilled personal care workers.

7. Several other propositions, including:

- That legislative requirements be put in place to ensure adequate discharge summaries are provided to aged care homes when residents are being discharged from hospital into their care;
- That greater efforts be made to improve system-wide data collection to help inform policy development;
- That the interoperability of clinical management systems between aged care facilities and hospitals be mandated to ensure improved clinical handovers;
- That aged care providers be required to utilise the My Health Record to store and update clinical data on behalf of residents who opt-in;
- That aged care providers be required to work with families and residents to help them develop informed and comprehensive advanced care planning directives;
- That the nurse practitioner workforce be bolstered through bonded Commonwealth scholarships;
- That ambulance callout rates be considered a quality indicator by which to rate the clinical care of aged care facilities (this proposition was considered to be highly problematic by all witnesses).

[Click here to download ACSA's overview of the Canberra hearing](#)

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



Aged Care Royal Commission seeks submissions on the design of aged care

The Royal Commission into Aged Care Quality and Safety is inviting submissions from interested individuals and organisations on the future design of the aged care system.

The Royal Commissioners have released a consultation paper that explores options for future design of aged care programs. The model set out in the paper is intended to support people to pursue and enjoy meaning and quality of life whether in their own home or a residential service.

Submissions are sought on key questions about the design of the aged care system. These submissions are an opportunity for interested individuals and organisations to help shape the future of aged care. The Royal Commissioners encourage people to download and read the Consultation Paper, and respond to the design questions through a submission.

[Click here to download the Consultation Paper on Program Design](#)

The consultation paper offers principles to guide the redesign of the system based on the philosophy and values which the Royal Commissioners consider should underpin Australia's aged care system. It also sets out a potential design that creates a small number of service streams to better assist older Australians: an entry level support stream, an investment stream and a care stream.

The consultation paper does not provide the final word on redesigning the aged care system; that is something that will continue to be tested throughout 2020 and presented in the Final Report.

Submissions will be accepted until close of business on Friday, 24 January 2020.

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



Upcoming Hearings and Community Forums

Last week's Canberra hearing was the final public hearing for the year.

Hearings and community forums will resume in 2020, with details to be announced in the new year.

[View this email in your browser](#)

ACSA Member Update | 16 December 2019

ACSA Member Update

Mid-Year Economic & Fiscal Outlook

Dear Debra,

The Government released the [Mid-Year Economic and Fiscal Outlook](#) (MYEFO) on Monday 16 December 2019.

The aged care measures in MYEFO are largely a reannouncement of the measures previously announced by the Government on 25 November 2019 in its response to the Aged Care Royal Commission Interim Report.

ACSA, along with other aged care peaks, issued a [media release](#) in response to MYEFO highlighting that with no additional direct investment for residential and home care, the risk of aged care emergencies looms large in 2020.

The Government said in its MYEFO media release that total spending on aged care is expected to increase from \$21.4 billion in 2019-20 to \$25.4 billion in 2022-23.



In MYEFO, the Government announced it will provide \$623.9 million over four years from 2019-20, comprised of the Aged Care Royal Commission Interim Report response of \$537 million and a further \$87 million to build on recent aged care reforms to improve standards, oversight, funding and transparency.

- The Government's 25 November response to the Interim Report announced a \$537 million funding package over four years to provide an additional 10,000 home care packages, improved medication management programs, additional dementia training and support for aged care workers and providers, and to help meet targets to remove younger people with disability from residential aged care.
- In addition to this \$537 million, MYEFO announced a further \$87 million for a number of measures largely covering Government administration costs including for: transition arrangements for the implementation of the new aged care assessment framework and workforce; My Aged Care operating costs; funding for the Department of Health and the Aged Care Quality and Safety Commission to respond to requests from the Aged Care Royal Commission and to monitor, identify and respond to failures in care and financial risks in aged care; further development of an external assessment tool as an alternative to the Aged Care Funding Instrument; and to strengthen prudential and financial risk management of aged care providers. Also included is the revenue impact in 2019-20 from deferring the implementation of a mandatory levy on residential aged care providers where the Accommodation Payment Guarantee Scheme is triggered.

Other measures announced in MYEFO include:

- \$10.0 million over four years to create a dedicated network of Aged Care System Navigators to assist culturally and linguistically diverse people.
- \$36.3 million in 2019-20 for health and aged care payments system maintenance.
- Safer use of opioids through Therapeutic Goods Administration regulatory changes.
- An additional \$9.3 million in 2020-21 to extend the digital literacy program for older Australians.



- An additional \$10.0 million over four years to provide grant funding to community groups to improve social connections for older Australians.

Relevant extracts from MYEFO of these aged care and other measures can be found [here](#).

Media Releases

- 16 December: [Sector warns of continuing risk of 2020 aged care emergency](#)
- 15 December: [Aged care sector in national plea to Federal Government for care certainty](#)

Aged Care - Response to the Aged Care Royal Commission Interim Report and ongoing aged care reforms

Expense (\$m)	2018-19	2019-20	2020-21	2021-22	2022-23
Department of Health	-	116.8	211.8	170.9	63.4
Aged Care Quality and Safety Commission	-	11.7	1.6	-	-
Services Australia	-	3.8	-	-	-
Department of Finance	-	0.1	-	-	-
Department of Veterans' Affairs	-	..	-	-	-
Total — Expense	-	132.5	213.5	170.9	63.4
<i>Related revenue (\$m)</i>					
<i>Department of Health</i>	-	-1.1	-	-	-
<i>Related capital (\$m)</i>					
<i>Department of Health</i>	-	4.6	4.4	-	-
<i>Services Australia</i>	-	..	-	-	-
Total — Capital	-	4.6	4.4	-	-

The Government will provide \$623.9 million over four years from 2019-20 to respond to the Interim Report of the Royal Commission into Aged Care Quality and Safety, including the three priority areas identified in the report, and build on the Government's recent aged care reforms to improve standards, oversight, funding and transparency in the care of older



Australians:

Response to the Aged Care Royal Commission Interim Report

The Government will provide:

- \$496.3 million over four years from 2019-20 for the release of an additional 10,000 home care packages across three package levels.
- \$25.5 million in 2019-20 to improve medication management and reduce the use of medicines as a chemical restraint for older Australians living in residential aged care facilities and at home through the *Home Medicines Review*, the *Residential Medication Management Review*, and *Quality Use of Medicines* community pharmacy programs.
- \$10.0 million over two years from 2019-20 for additional dementia training and support for aged care workers and providers.
- \$4.7 million in 2019-20 for a survey of younger people in aged care to support new targets to reduce the number of younger people in residential aged care.

Ongoing Aged Care Reforms

The Government will provide:

- \$31.5 million over three years from 2019-20 to support transition arrangements for the implementation of the new aged care national assessment framework and workforce
 - \$21.9 million in 2019-20 to support the operating costs of the My Aged Care system
 - \$13.6 million over two years from 2019-20 to support the Department of Health and the Aged Care Quality and Safety Commission to respond to requests from the Royal Commission into Aged Care Quality and Safety
 - \$11.4 million in 2019-20 to increase the capability of the Department of Health and the Aged Care Quality and Safety Commission to effectively monitor, identify and respond to failures in care and financial risks in aged care
 - \$5.9 million in 2019-20 to develop a second-pass business case for the development of an external assessment tool as an alternative to the existing Aged Care Funding Instrument
 - \$1.9 million in 2019-20 to strengthen prudential and financial risk management of



aged care providers

- \$1.1 million in forgone non-tax revenue in 2019-20 from deferring the implementation of a mandatory levy on residential care providers where the Accommodation Payment Guarantee Scheme is triggered.

The costs of this measure will be partially met from within the existing resources of the Department of Health.

Further information can be found in the [joint press release](#) of 25 November 2019 issued by the Prime Minister, the Minister for Health, the Minister for Aged Care and Senior Australians and the Minister for the National Disability Insurance Scheme.

Election Commitment - Aged Care System Navigators - culturally and linguistically diverse

Expense (\$m)	2018-19	2019-20	2020-21	2021-22	2022-23
Department of Health	-	2.5	2.5	2.5	2.5

The Government will provide \$10.0 million over four years from 2019-20 to create a dedicated network of Aged Care System Navigators to assist people and their families from culturally and linguistically diverse backgrounds access the aged care system.

This measure delivers on the Government's election commitment.

Guaranteeing Medicare - health and aged care payments system maintenance

Expense (\$m)	2018-19	2019-20	2020-21	2021-22	2022-23
Services Australia	-	23.4	-	-	-
Department of Health	-	-	-	-	-
Total — Expense	-	23.4	-	-	-
<i>Related capital (\$m)</i>					
Services Australia	-	12.8	-	-	-



The Government will provide an additional \$36.3 million in 2019-20 (including \$12.8 million in capital funding) for essential health and aged care payments system maintenance and to ensure that the Government continues to own and operate the ICT systems that deliver Medicare, the Pharmaceutical Benefits Scheme, Aged Care and related payments into the future.

This measure builds on the 2018-19 Budget measure titled *Guaranteeing Medicare — modernising the health and aged care payments systems*.

Improving Access to Medicines - Safer Use of Opioids

Expense (\$m)	2018-19	2019-20	2020-21	2021-22	2022-23
Department of Veterans' Affairs	-	nfp	nfp	nfp	nfp
Department of Health	-	nfp	nfp	nfp	nfp
Total — Expense	-	nfp	nfp	nfp	nfp

The Government will improve the safe use of opioids and limit use to clinically appropriate circumstances through Therapeutic Goods Administration (TGA) regulatory changes. Use of opioids for chronic pain will be permitted for specific conditions, principally for cancer patients and end of life care. Use of opioids for acute pain will be limited to better align with clinical guidelines.

These regulatory changes, designed in consultation with the medical sector, will be complemented by direct advice to prescribers from the Chief Medical Officer and the National Prescribing Service MedicineWise, advertising campaigns, registrations of smaller medicines pack sizes on the Australian Register of Therapeutic Goods to reduce the potential to develop dependence, and improved guidelines and compliance activities.

It is expected that the changes to improve patient safety will lead to lower usage of opioid medicines and reduced incidence of overdose, as has been the experience internationally following the implementation of similar regulatory changes.

The expenditure for this measure is not for publication (nfp) due to commercial-in-confidence sensitivities.



Further information can be found on the TGA's [website](#).

Digital Literacy for Older Australians - extension

Expense (\$m)	2018-19	2019-20	2020-21	2021-22	2022-23
Department of Social Services	-	-	5.4	-	-
Australian Communications and Media Authority	-	-	3.9	-	-
Total — Expense	-	-	9.3	-	-

The Government will provide an additional \$9.3 million in 2020-21 to extend the *Be Connected Program* for one year. The program increases older Australians' digital literacy, confidence and online safety skills enabling them to access social and economic benefits of online participation.

Election Commitment - Improving Social Connections for Older Australians

Expense (\$m)	2018-19	2019-20	2020-21	2021-22	2022-23
Department of Social Services	-	2.5	2.5	2.5	2.5

The Government will provide an additional \$10.0 million over four years from 1 July 2019 to establish the *Seniors Connected Program*.

The Program will provide grant funding to local community groups dedicated to supporting older Australians improve their social connections.

This measure delivers on the Government's election commitment.



[View this email in your browser](#)

ACSA Employee Relations 17 December 2019



Member Update Employee Relations

Employee Relations Newsletter – December 2019

Dear Debra,

The ACSA Employee Relations (ER) team, fields enquiries from providers all over the country providing a service exclusive to members. This service assists you in tackling anything from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. We aim 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 your businesses.

This ER advice is included in your membership and is to assist you in strengthening your HR capacity, helping to reduce the likelihood of any possible negative outcomes when it comes to managing people or complex issues.

If you have any questions about the content of this newsletter or you would like to make a suggestion for future content, please contact ER team:

P: 1300 877 855

E: employeerelations@acsa.asn.au



In this issue:

- [What to pay on a Public Holiday?](#)
- [Know your Internal Policies](#)
- [‘Sickie’ Gone Wrong](#)
- [FAQ: Personal Leave – Notice and Evidence Requirements](#)
- [Mondélez to Challenge Personal Leave Decision in the High Court](#)
- [2019 – What a year!](#)

What to pay on a Public Holiday?

There are several public holidays drawing nigh and it’s timely to review what your obligations are with regard to payment for public holidays – worked or not.

Full-time and part-time employees who normally work on the day a public holiday falls, are entitled to be paid their base pay rate for the ordinary hours they would have worked if they had not been away because of the public holiday. If they are rostered to work on the day a public holiday falls and they agree to work that shift, they will be paid public holiday penalty rates as per award or enterprise agreement terms and conditions.

Conversely, if employees do not normally work on the day a public holiday falls, they are not entitled to payment for that public holiday.

[Continue reading...](#)

Know your Internal Policies

The Fair Work Commission has ordered reinstatement with continuity of service for a worker who was found to be unfairly dismissed following a positive random breath alcohol test.

Background



The applicant, Mr Morcos, was born in Egypt and settled in Australia in 1984. In May 2011, he commenced full-time employment with the respondent, Serco, as a Client Service Officer at the Christmas Island Detention Centre. In April 2016, Mr Morcos transferred to the Villawood Immigration Detention Centre in NSW (Villawood) as a Detainee Service Officer, where he remained until his summary dismissal on 18 April 2019.

On 16 March 2019, Mr Morcos was on his day off and not due to return to work until 21 March 2019. He received a phone call from Serco's Operation Service Centre, offering a shift commencing that evening, which he accepted. He stated that on the day in question, he had consumed two beers during the afternoon.

[Continue reading...](#)

'Sickie' Gone Wrong

Have you ever wondered if it is a coincidence that your employee who is a die-hard U2 fan has called in sick on the day of the concert? Could it be sheer fate that a staff member whose annual leave was declined on a major Public Holiday also happens to call in sick that very day? In most cases, employers do not have sufficient evidence to prove that the personal leave taken was ingenuine, especially when it is backed by a medical certificate. This fact alone explains why so many Australians appear to get away with skipping work without too much of an explanation. However, what if you have photographic evidence of your employee at that U2 concert? Can you dismiss this employee who dishonestly took personal leave?

Yes, you certainly can! In fact, this is the situation Toyota found themselves in, and the Fair Work Commission (FWC) found in Toyota's favour.

[Continue reading...](#)

FAQ: Personal Leave – Notice and Evidence Requirements

The ER Team frequently fields member enquiries regarding what evidence and/or notice is required by employees to support the need to access their entitlement to personal/carer's



leave. In this article, we explore the requirements for employees to access paid personal/carer's leave under the National Employment Standards (NES) as well as what questions can employers ask when it comes to substantiating an employee's right to personal/carer's leave.

What notice does an employee need to give an employer if they want to take personal/carer's leave?

An employee has to let their employer know that they are going to take personal or carer's leave as soon as possible.

Can an employee notify an employer after personal leave has commenced?

[Continue reading...](#)

Mondelēz to Challenge Personal Leave Decision in the High Court

Just when you thought we'd done personal leave to death...

The High Court has granted Mondelēz International and the federal government special leave to appeal a controversial ruling on the calculation of personal/carer's leave entitlements for employees working "non-standard" shifts.

The case relates to the meaning of the expression '10 days of paid personal/carer's leave' in section 96 of the Fair Work Act.

[Continue reading...](#)

2019 – What a year!

The ACSA Employee Relations Team has fielded over 1000 enquiries from members during 2019.

We have delivered tailored training to members which has included content regarding fundamentals of employee relations, performance management and bullying and



harassment. Please see ACSA's [Training and Professional Development](#) portal to make a request for any ER training you have in mind.

We now have a team of three dedicated Employee Relations Advisors who each have experience in the Aged Care industry in frontline HR and ER roles. We have expanded our offering on a national level and our advisors are based in Perth and Sydney, offering a true coast to coast employee relations support service for members.

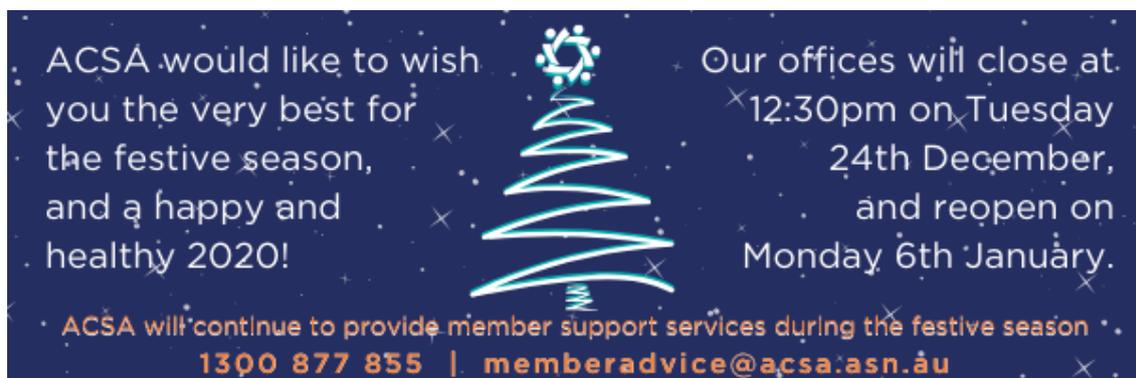
We are a member of the FWC's Enterprise Agreement Frequent Users' Group and a council member of Australian Business Industrial (ABI). ABI's main role is to develop workplace policy and to shape debate on major workplace relations issues. ABI is federally registered under the Fair Work (Registered Organisations) Act 2009 and develops policy positions and responds to workplace issues from the perspective of business.

It is a privilege to support our members working across Australia, providing care to those in our communities who need it most. We thank you for your continued support in 2019 and look forward to working with you in 2020.

If you have any employee relations enquiries over the Christmas and New Year period, please contact us by email employeerelations@acsa.asn.au or phone 1300 877 855.

We wish you all a happy and safe festive season and wonderful new year and will see you in 2020.

Anna-Maria, Florentina and Adele.





ACSA FINANCE & AGED CARE SECTOR SYMPOSIUM

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

VIC - February 25th
TAS - February 28th

REGISTER NOW

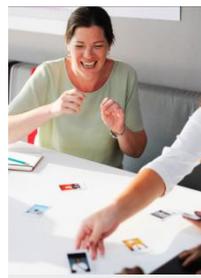
ACSA
Aged & Community Services Australia

The banner features a background image of a hand using a calculator with a city skyline in the background. The ACSA logo is positioned at the bottom left of the banner.

Upcoming Workshops

How Providers Can Excel At Christmas

It's not something we often talk about, but many people experience an increase in social isolation and emotional distress at Christmas time. Sally provides some practical solutions that providers can put in place to ensure that the you support are included this Christmas.



[Support Coordination: 2 Day Intensive](#)



[READ MORE](#)



[Quality and Safeguards: Practical Consulting \(Melbourne\)](#)



Online Learning

The Lowdown on Compensation and the NDIS

In a not exactly simple Scheme, how the NDIS interacts with compensation is just another level of complicated. Luckily, our resident compensation expert Lee is here to give you a beginners guide to how it all works.

[READ MORE](#)



[National Quality and Safeguards Framework](#)



[Reasonable & Necessary](#)



[Introduction to Support Coordination](#)



[Introduction to Plan Management](#)