



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 with NESST

We have no more training planned for the rest 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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[View this email in your browser](#)

ACSA Employee Relations | 29 November 2019



Member Update Employee Relations

Employee Relations Newsletter – November 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:

- [Reinstatement Order Upheld – Workplace Christmas Party Shenanigans](#)
- [Woolworths' Underpayment Scandal](#)
- [Employment Conditions and Entitlements During Natural Disasters](#)
- [Queensland Members - Christmas Eve \(24 December\) part-day public holiday](#)
- [ACSA Employee Relations Team](#)

Reinstatement Order Upheld – Workplace Christmas Party Shenanigans

It's that time of year again and the festive/silly season has arrived. Employers are already holding workplace end of year celebrations and Christmas parties. Christmas parties and social gatherings are a great way to thank staff and provide staff an opportunity to unwind and just have fun.

Unfortunately, things can go awry at these events, particularly when alcohol is in the mix.

An electrical contractor performing work for the Sydney Opera House terminated a female employee because she got so inebriated and threw up at the famous Sydney Opera Bar whilst at a Christmas party. The termination was found to be harsh, unjust and unreasonable and the Fair Work Commission (the Commission) ordered the employer to reinstate the employee. The Employer appealed the decision saying the Commission erred in their decision making. However, the appeal was dismissed and the original decision to reinstate the employee was upheld.

[Continue reading...](#)



Woolworths' Underpayment Scandal

Members have no doubt seen the media coverage of the Woolworths' underpayment scandal. The supermarket giant has admitted to underpaying some of its staff by up to \$300 million.

A store manager has made a claim that he has been underpaid by approximately \$8,065 a year following a new pay deal. The manager is a salaried staff member who supervised shelf stackers in one of Woolworth's Melbourne stores. The new pay deal involved an all-inclusive salary of \$70,000 per year which was to compensate for non-payment of other allowances, including shift loadings and overtime. Furthermore, Woolworths informed him that, as a salaried worker, he was not covered by an award or agreement. This is a factual error. The employee reached out to a friend, Joshua Findley, an employment consultant. Findley found that the employee was underpaid and he assisted the employee to raise a dispute with Woolworths. Several exchanges took place between Findley and Woolworths in relation to this matter. Finally, Findley's efforts triggered an investigation by Woolworths, with the help of consulting firm PwC, to initiate a self-disclosure to the Fair Work Ombudsman and an apology released to the media. [Continue reading...](#)

Employment Conditions and Entitlements During Natural Disasters

Thankfully, overall bushfire conditions have eased compared with the danger faced in recent weeks. There are however still many active firegrounds across the country and summer is only just beginning.

Many parts of Australia are also in the grip of devastating drought with some rural towns having already run out of water. Conversely, the wet season is in full swing in parts of northern Australia. These conditions can place additional pressures on some members of the workforce and may result in the necessity for some employees to access different types of leave.

[Continue reading...](#)



Queensland Members - Christmas Eve (24 December) part-day public holiday

On 27 November 2019, an amendment to the *Holidays Act 1983* (Qld) was passed by the Queensland Parliament providing for a part-day public holiday from 6pm to midnight on Christmas Eve (24 December) to take effect from 2019. Any staff rostered to work from 6pm to midnight on Christmas Eve will be entitled to public holiday rates.

For a comprehensive list of public holidays falling in all states and territories over the Christmas and New Year period, please visit the Fair Work Ombudsman's [public holiday page](#). Please note the additional part-day public holiday for Queensland on Christmas Eve has not been added to the FWO's list as at 28/11/19.

ACSA Employee Relations Team

If you would like to discuss your performance management process, performance issues concerning particular employees or if you are looking to terminate the employment of an employee, please make the most of your ACSA membership which includes access to our Employee Relations team. Between us, we have over 20 years of employee relations experience in the aged and community care sector.

Please contact us by phone on 1300 877 855 or email EmployeeRelations@acsa.asn.au.



**ACSA FINANCE & AGED
CARE SECTOR SYMPOSIUM**

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

VIC - February 25th
TAS - February 28th

SAVE THE DATE!

CHSP - 2018–19 - The Report on the Operation of the Aged Care Act

Good morning,

Please pass a copy of this link to the published report to each of your sector support and development workers.

<https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2019/November/2018–19-Report-on-the-Operation-of-the-Aged-Care-A>

The Report on the Operation of the Aged Care Act meets the requirement of section 63–2 of the Act that the Minister present to Parliament a report on the operation of the Act for each financial year.

This report describes the operation of the Act during 2018–19 and includes additional information to aid an understanding of aged care programmes and policies.

It is easy to read and is very informative, I'd encourage all staff to have a look at it.

Regards

Drew

Drew Ross

Assistant Director Sydney Metropolitan – Performance Team

Community Grants Hub - Department of Social Services

P: (02) 9942 5723 | **E:** drew.ross@dss.gov.au | communitygrants.gov.au

The Department of Social Services acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to Elders both past and present.





Community Care Review

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



Emergency Response by Qualified Nurses
In-Home and Mobile Alarms | TeleHealth Services | Registered NDIS Provider
For more information: 1800 636 226 | theinsgroup.com.au

Latest News



Home care providers outnumber residential providers for first time

The number of home care providers in Australia has outstripped the number of residential care providers for the first time.



Report paints scathing picture of NDIS workforce failures

A report has painted a grim picture of the life of a disability care worker under the NDIS and questions whether the scheme will be able to achieve the historic social reform it promises.



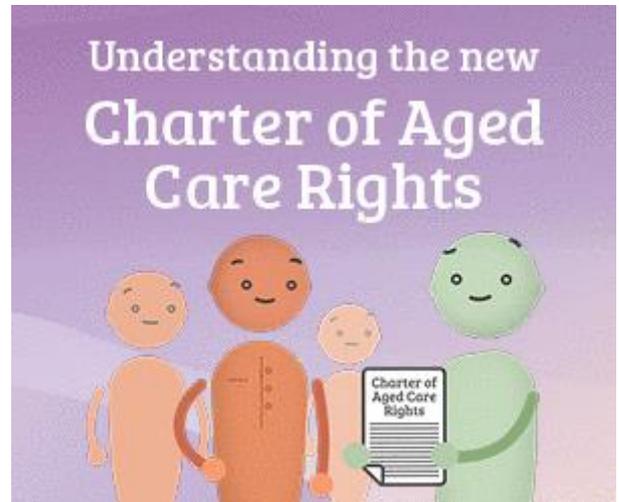
GPs must prescribe more than medication

Social prescribing can reduce loneliness and support people who would benefit from increased activity within their communities.



Technology drives community transport to new heights

New technology is improving community transport by enabling providers to offer on-demand services and track vehicles.





Events

Presented by Australian Ageing Agenda Advertisers



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

Oct 20 - Dec 10

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



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

Dec 4 - Dec 5

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



[Webinar: Dementia as a Disability](#)

Dec 11 - Dec 11

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



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

Mar 2 - Mar 4

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



[View this email in your browser](#)

ACSA Weekly Issue No. 145 |
5 December 2019

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



Awaiting MYEFO

We are all now awaiting the release of the Mid-Year Economic and Fiscal Outlook (MYEFO). Minister Colbeck has reportedly ruled out any additional funding for residential aged care but we are continuing to work hard and lobby for urgent financial assistance.

Along with our colleagues – The Aged Care Guild, Anglicare, Baptist Care Australia, Catholic Health Australia, Leading Age Services Australia (LASA) and UnitingCare Australia – we issued a joint statement highlighting the parlous financial situation and called on the Government to address the immediate risks to senior Australians and support the sector to transition through the Aged Care Royal Commission process. The statement has generated some media coverage in [The Australian](#), regional radio and industry media.

Next week the final Royal Commission hearing for 2019 will be held in Canberra and focus on the important issue of the interface between the aged care and the health care system. ACSA has been strongly advocating on the interface issues highlighting that aged care residents must have equal access to the health system as all older Australians.



In addition, we are continually drawing a comparison between the funding provided to an older person in a rehabilitation (approx. \$1,200 per day) or GEM (approx. \$880 per day) one day, and the funding available to support them the next day when they are discharged into residential aged care (\$269 per day). This kind of disparity is not acceptable and must be addressed.

Regards,
Pat Sparrow
ACSA CEO

Combating elder abuse: a big win for older Australians and new support resources

Mandatory national online register of Power of Attorneys

The decision by the Council of Attorneys General in Adelaide on 29 November to set the baseline minimum standards for Power of Attorneys and create a mandatory national online register is a big leap forward to combating elder financial abuse. [Read more](#)

National online resource launched to help address the issue of elder abuse

Also launched on Friday by the Attorney General was [COMPASS](#) - Guiding Action on Elder Abuse. This national online resource has been developed to support older Australians, their families and loved ones, COMPASS is a major step towards the Australian Government meeting its commitment under The National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023.

[Read more](#)

Safe and Savvy: a guide to help older people avoid abuse, scams and fraud

The Australian Banking Association has published a support guide for older consumers and families, to help identify and prevent elder financial abuse. Safe and Savvy, a guide to help older people avoid abuse, scams and fraud is available to [download here](#).

Minimising physical and chemical restraint in residential aged care

The Australian Government has announced further strengthening of the regulation of chemical restraints in residential aged care. The Government's [legislation](#) now: makes it clear restraint must only be used as a last resort; refers to state and territory legislation which regulates the responsibility of prescribers to gain informed consent for chemical restraint; and requires a review of the first 12 months of the operation of the restraint regulations to ensure aged care facilities are minimising the use of inappropriate restraint. [Read more](#)

ACSA has advocated on behalf of our members to get clarity around who is responsible for gaining



consent, with our position being that the prescriber is best placed to do so. Members will be notified of further updates as they happen.

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.

The banner features a teal background with a white abstract graphic on the left. The website URL 'agedcarefamilysurvey.com.au' is written in a teal, sans-serif font. Below the URL, the text reads: '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.' On the right side of the banner is a photograph of an elderly man in a blue jacket looking towards a group of people. At the bottom right of the photo, there is a small text box that says 'Change the conversation about aged care in Australia' and the ACSA logo.

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](#)

Implementation of the My Health Record System

In 2019 the Auditor General Grant Hehir commissioned a team of auditors to undertake an independent performance audit in the Australian Digital Health Agency (ADHA) and the Department of Health. ACSA has reviewed and summarised the recently released report developed from the audit, titled Implementation of the My Health Record System. [Read more](#)

End-of-life care risk for aged care

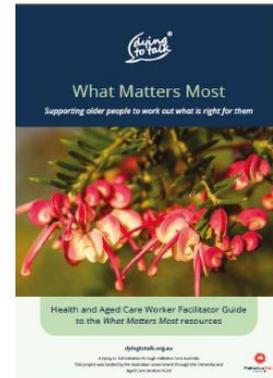
Almost a third of Advance Care Directives (ACDs) audited in Australian residential aged care facilities were found to be invalid following a nation-wide study. Research led by Advance Care Planning Australia revealed that 30% of ACDs in residential aged care had been completed by someone else (usually family members) on behalf of a non-competent person. Unsettlingly, 68% of those documents included instructions for withholding life-sustaining treatment such as tube feeding or intravenous antibiotics. [Read more](#)



What Matters Most: Supporting older people to work out what is right for them

Palliative Care Australia has launched a suite of resources to encourage early conversations about 'What Matters Most' to older people accessing aged care services. These resources were developed with the support of the Australian Government through the Dementia and Aged Care Services Fund and are designed to be used by health or aged care workers to support consumers, including people living with dementia, to work out what is right for them if they were very unwell or at the end of their life.

Using these resources that will be sent to all aged care providers will assist workers to better deliver person-centred care, and support consumers to make informed choices about their care and think about What Matters Most to them. [Read more](#) or visit the [website](#).



Partnership heralds tech and innovation in aged care

A new partnership between ACSA, The Aged Care Guild and the Digital Health Cooperative Research Centre (CRC) - the Living Better Lab - will drive new innovations and provide a platform for major initiatives that aim to improve the quality of life for older Australians.

The Lab will enable the trial of innovations such as a bed that could notify staff when immobile residents require repositioning to reduce the risk of injury and complications; and how a resident's environment can be transformed into an empathetic space. [Read more](#)

The advertisement features a background image of hands typing on a laptop. On the right, the ACSA logo (Aged & Community Services Australia) is displayed above the text "Procurement Portal". Below this is a teal banner with a white dollar sign icon and the text "Connecting ACSA members to better procurement solutions". Underneath the banner, it says "Helping members connect & harness our collective buying power to achieve lower prices". At the bottom is an orange button with the text "FIND OUT MORE".

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



Insights into Aged Care Business Software survey - Inside Ageing & Epicor

To better understand industry sentiment towards IT projects, key drivers and barriers, and how software is being used, Inside Ageing and [Epicor](#) have partnered to deliver the first industry survey on business software. The survey is open to CEOs, CFOs, Board Directors, IT executives and managers, Facility Managers, Client Managers and Procurement Managers at organisations providing residential care, home care services and / or independent living units.

The survey will close on Friday 6 December at 9pm AEST. Those who complete the survey will go in a draw for the chance to win a \$300 voucher to a retailer of your choice. [Read more](#)

#YouCanTalk national suicide prevention campaign

The #YouCanTalk campaign aims to empower and increase confidence when it comes to talking about suicide, and to encourage all Australians to have a conversation with a friend, family member or work colleague they're concerned about.



The awareness campaign is a collaboration between several organisations, including Beyond Blue, Everymind, headspace, Lifeline, ReachOut, RU OK?, SANE Australia, the Centre of Best Practice in Aboriginal and Torres Strait Islander Suicide Prevention, Roses in the Ocean and the Black Dog Institute, and has been [welcomed](#) by the Morrison government.

The campaign will take place over the December-January holiday period, in recognition of how difficult this time of year can be for many Australians. [Read more](#)

One week left to WIN a \$500 Bunnings gift voucher!



There is only one week to go for members to sign up to Bunnings PowerPass and go in the draw to win a \$500 Bunnings gift voucher! Competition closes 12 December. [Find out more](#)

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 acsacomcommunications@acsa.asn.au is on your distribution list for any media releases or updates so we can share the news with the rest of ACSA's membership.



ACSA's State/Territory News

- [New South Wales & Australian Capital Territory](#)
- [Queensland](#)
- [South Australia & Northern Territory](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

Media Releases



25 November: [Preventing assaults in aged care and ensuring residents have access to the same services and supports](#)

ACSA's Upcoming Events, Training and Professional Development programs



 ACSA Event  ACSA Training and Professional Development

-  6 December: [Leading Person Centred Teams](#) (SA)
-  10 December:  [SA Members Christmas event](#) (SA)
-  10 December - 11 December: [Getting It Right](#) (NSW)
-  11 December:  [WA Christmas breakfast](#) (WA)
-  11 December: [Build and Sustain an Innovative Work Environment](#) (TAS)
-  11 December: [Right Relationship & Professional Boundaries](#) (SA)
-  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

Lantern Conference - Gold Coast, 6 December



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

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

Bentleys CareFactor Pitch Day - Brisbane, 11 December



Bentleys CareFactor is Australia's first aged care incubator program – a platform to develop and test unique solutions to solve key industry challenges.

Presented by Bentleys, it's an accelerated program of growth and learning with access to mentors, community and networks in aged care, technology, marketing, investors and capital raising. CareFactor provides skills, resources and support for aged care start-ups, entrepreneurs and intrapreneurs. This program is proudly supported by ACSA. Find out more at



bentleys.com.au/carefactor or [register now](#).

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

COTA ACSA criterion conferences

National Conference
18th & 19th March 2020, Sydney

5th Quality in Aged Care

Including Customer Experience in Aged Care Stream

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](#)

SAVE THE DATE

ACSA
Aged & Community Services Australia

National Summit
Gold Coast Convention Centre
14 - 16 September 2020

www.acsasummit.com.au

Publications, reports, grants and resources

Aged Care Quality and Safety Commission: Issue #11 Aged Care Quality Bulletin. [Read more](#)

Department of Health: Minimising physical and chemical restraint in residential aged care. [Read more](#)

Australian Bureau of Statistics: Disability, Ageing and Carers, Australia: Summary of Findings, 2018. [Read more](#)

A PwC Commentary: Aged Care Royal Commission Interim Report. [Read more](#)



Department of Health: CHSP extension grant opportunity guidelines available on Grant Connect.

[Read more](#)

Political Alerts (FED)

A mandatory national register of Power of Attorneys is a win for older Australians. The decision by the Council of Attorneys General in Adelaide on 29 November to set the baseline minimum standards for Power of Attorneys and create a mandatory national online register is a big leap forward to combating elder financial abuse. [Read more](#)

Discussing the palliative care needs of people living with dementia. Palliative Care Australia (PCA) and Dementia Australia have partnered with the Parliamentary Friends of Palliative Care and the Parliamentary Friends of Dementia to bring attention to the palliative care needs of people living with dementia. [Read more](#)



Missed an ACSA Weekly?
CATCH UP HERE

ACSA Member Offer | 6 December 2019

[View this email in your browser](#)

Special offer from
Bunnings Trade exclusive
to ACSA members!

**BUNNINGS
TRADE**

ACSA
Aged & Community Services Australia



Bunnings Trade is a proud Industry Partner of Aged & Community Services Australia.

Bunnings Trade and ACSA are delighted to announce a strategic partnership which gives you the opportunity to join PowerPass +



win a \$500 Bunnings gift voucher!

Only one week left to enter!

Bunnings PowerPass is a membership program designed to make life easier for trade and commercial customers, giving you access to exclusive pricing specifically tailored for ACSA members, plus offers on a wide range of quality brands and flexible fulfilment solutions, backed by a national network of stores and extended opening hours.

To help make this easy we'd like to create a better communication line between you and Bunnings Trade by giving Bunnings Trade permission to contact you directly by phone or email to discuss their offer and growing range of benefits. Please click the button below to confirm that you're happy for your contact details to be shared with Bunnings Trade, and for your chance to **win a \$500 Bunnings gift voucher***.

[I'd like more information from Bunnings Trade](#)



*By opting in to receive information from Bunnings Trade you will go into a draw to win a \$500 Bunnings gift voucher. The competition is open from Friday 8 November 2019 to Thursday 12 December 2019. The competition will be drawn on Friday, 13 December 2019 by Bunnings Trade located at Level 3, 25 Rowe Street, Rivervale WA 6103. The winner will be notified by phone and email and published in the 19 December 2019 edition of ACSA Weekly. For details about how ACSA manages your personal information, read ACSA's [privacy policy](#). For Bunnings Trade privacy policy, refer to their website.

**BUNNINGS
TRADE**





You are receiving this email because you are a member of, or affiliated with, Aged & Community Services Australia (ACSA) and you have previously opted to receive industry updates from ACSA's state divisions. If you do not wish to receive these emails, please unsubscribe using the link below.

ACSA Events | 9 December 2019



Events & Training



New ACSA 2020 Finance Symposium series coming up!

ACSA invites you to join your colleagues from across the sector at the 2020 CEO Dinner & Finance Symposium series to be held across the country in **February 2020**.

The 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 and are facing and inform solutions for sustainability and growth.

ACSA encourages Board members, Chief Executive Officers, Chief Financial Officers, Executives, Directors, General Managers and Managers with responsibility for finance, business, strategy & innovation, operations and ACFI to attend.

Event details and registration links below;



ACSA FINANCE & AGED CARE SECTOR SYMPOSIUM

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

VIC - February 25th
TAS - February 28th

SAVE THE DATE!

ACSA
Aged & Community Services Australia

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

New South Wales - Early bird rates until 5 & 6 January!

- 5 Feb - [CEO & Board Dinner](#)
- 6 Feb - [Finance Symposium](#)

South Australia - Early bird rates until 10 & 11 January!

- 10 Feb - [SA CEO & Board Dinner](#)

- 11 Feb - [SA Finance Symposium](#)

Western Australia: Early bird rates until **18 & 19 January!**

- 18 Feb - [WA CEO & Board Dinner](#)
- 19 Feb - [WA Finance Symposium](#)

Victoria: Early bird rates until **25 January!**

- 25 Feb - [VIC Finance Symposium](#)

Tasmania: Early bird rates until **27 & 28 January!**

- 27 Feb - [TAS CEO & Board Dinner](#)
- 28 Feb - [TAS Finance Symposium](#)

5th
Quality in Aged Care

Including Customer Experience in Aged Care Stream



In response to the new standards, recent changes in funding models and the ongoing Royal Commission, Criterion Conferences, in partnership with COTA and ACSA, brings you the [5th Quality in Aged Care conference](#). Taking place on the 18th & 19th March 2020 in Sydney and featuring two in depth content streams, this national event will prepare your organisation to overcome some the most pressing issues you are currently facing in the Aged Care sector.

What's new in 2020?

For the first time ever, you will have the opportunity to bring your team along and move freely between two agenda and workshop streams covering strategies for quality care & customer experience in your organisation.

<i>Stream A</i> Quality in Aged Care	<i>Stream B</i> Customer Experience in Aged Care
Attend to learn how to: <ul style="list-style-type: none">• Strengthen clinical governance & effectively manage risk for high quality, consumer-driven care• Measure quality, meet the standards & innovate for continuous, sustainable improvement• Enhance the quality of life of your customers with holistic approaches to consumer wellbeing	Attend to learn how to: <ul style="list-style-type: none">• Understand your customer's needs & build trust through transparency• Map your customer journey & use metrics to support better relationships between you and your customers• Build a customer-centric culture in your organisation

You do not want to miss this opportunity to tailor your learning to overcome your specific aged care challenges.

Book by Friday 20th December and use the code CC*LAUNCH to save up to \$500*

Quality in Aged Care Gold Pass - Save \$700
Basic Conference Ticket + 3 Workshops
Call 1300 316 882 to secure your pass

[View Brochure](#)

[Pricing & Registration](#)

FEATURED SPEAKERS



Ian Yates AM

Chief Executive
COTA Australia



Pat Sparrow

Chief Executive Officer
Aged & Community
Services Australia
(ACSA)



Janet Anderson

Commissioner
Aged Care Quality
& Safety
Commission



Lars Nørh

Senior Consultant
(Chief Advisor),
Quality &
Innovation

Department of
care for the
Elderly & Disabled
in Aaloug
Municipality,
Denmark

[See All Speakers](#)

SPONSORS





ENDORSERS & MEDIA PARTNERS

Ageing Agenda

HelloCare

** Conditions apply. Offer applicable per booking against the current price at the time of registration and can also be used for group bookings. Offer ends Friday 20th December 2019. Cannot be used in conjunction with any offer.*

[Register Online](#)

[Visit the Website](#)

The NSW Koala Strategy team

Dear all,

As you are acutely aware, significant bushfires are currently affecting large parts of New South Wales. Like you, we are deeply concerned by the impact of these devastating bushfires on local populations of koalas and other wildlife.

We are aware that many of you dedicate your own time and, significantly, your own money to look after our animals when they need it most. Many veterinarians and veterinary nurses also play a crucial role in providing the care injured animals need to be successfully rehabilitated.

That's why the NSW Government has committed up to \$1 million in new funding to support rescue and rehabilitation of injured wildlife affected by bushfires. The funding will help wildlife rehabilitators and other people involved in rescue and rehabilitation, including veterinarians and veterinary nurses, respond and prepare for natural emergencies. This includes funds for new emergency equipment, medicine, food, rehabilitation items such as demountable pens and bandages.

Funding for wildlife rehabilitators is managed by the Foundation for National Parks and Wildlife, a not-for-profit organisation that works with project partners, scientists and the community to conserve Australia's unique natural habitats and wildlife, in partnership with the National Parks and Wildlife Service.

Part of this funding is now available for the immediate needs of the wildlife rehabilitation sector. Licensed wildlife rehabilitators groups can apply for grants by visiting the [Wildlife Heroes webpage](#). Funding for veterinarians and veterinary nurses will be available at a further stage.



This commitment is in addition to the newly announced Wildlife Heroes initiative, which provides \$1.47 million in support for the State's volunteer wildlife rehabilitators, and the \$4.05 million committed under the NSW Koala Strategy.

We take the opportunity to remind you that active and recent firegrounds are inherently dangerous. People must not enter an active or recent fire ground without permission and assistance where possible from the fire authorities.

Further information about how to access funding is available [here](#).

Kind regards,

The NSW Koala Strategy team

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**Planning,
Industry &
Environment**

The Department of Planning, Industry and Environment acknowledges that it stands on Aboriginal land. We acknowledge the traditional custodians of the land and we show our respect for elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.