



NESST (New England Sector Support Team) Newsflash

Hi Everyone,

Welcome to this week's edition of the NESST Newsflash. The table of contents is now interactive, so if you see an article you'd like to read, just press the Ctrl key and click on the link in the table of contents and you will be taken directly to the article.

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

New England Sector Support Team



Phone: 02 6772 3950

Upcoming Training

We have a lot of exciting events planned for this year. Following you will find links to events for March. To check on further upcoming events please go to our webpage, found at:

<https://www.nesst.org.au/>

Wellness Exploration 24 March – Glenn Innes – Contact NESST

Wellness Exploration 25 March – Quirindi – Contact NESST

Frontline Training Wee Waa – 30 March 2020

- The day will recap Wellness, Reablement and Restorative Care models.
- To register please use this link: <https://www.stickytickets.com.au/DUVBU>



Reablement with Glen Sorensen – 31 March 2020

- The workshop will cover: Building short-term reablement referral processes across the local service system. A workshop for RAS and CHSP.
- To register please use this link: <https://www.stickytickets.com.au/Q19XS>

NESST – CHSP Forum 2020 – 1 April 2020 (Agenda Below)

- Deb - update
- RAS - update
- STARTTS - People who have survived torture and refugee trauma
- Living with Dementia - Dementia Australia - Helen Stanley
- Cranaplus - Annmarie and Jen Francis Importance of creativity - practical Art therapy
- Innovative ideas in the sector
- To register please use this link: <https://www.stickytickets.com.au/T5H7S>

Useful Links:

NESST Webpage – Upcoming Training and other news.

<https://www.nesst.org.au/>

National Disability Services.

<https://www.nesst.org.au/>

Carers NSW Australia

<http://www.carersnsw.org.au/>

Aged & Community Services Australia

<https://www.acsa.asn.au/>

NSW Rural Fire Service

<https://www.rfs.nsw.gov.au/>

Live Traffic NSW

<https://www.livetraffic.com/desktop.html>



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ACSA Royal Commission Update 4 March 2020

ACSA Member Update

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



Royal Commission Update, 40th Edition | Adelaide Hearing

The Royal Commission held a condensed hearing today in Adelaide. The purpose of the hearing was to present a series of submissions from the Counsel Assisting team to the Commissioners.

The submissions made by Counsel Assisting are a series of proposals on aged care program re-design and follow the publication of the Commission's first consultation paper on the same topic.

The proposals build upon but vary materially in some ways from the program re-design model floated in the first consultation paper. Counsel Assisting stated that the Commission staff have examined and considered in great detail the submissions received in response to the consultation paper, and that these have informed the contents of these new proposals.

[Click here to download ACSA's overview of the Adelaide Hearing](#)

Key proposals made today include:

1. The system should be underpinned by a needs-based entitlement to aged care, rather than rationing, with funding linked to the actual costs of delivering care.
2. There should be a program-wide reorientation toward wellness and independence.
3. There should be a 'no-wrong door' policy of entry into the aged care system, with multiple referral pathways possible.
4. There should be a new government entity responsible for establishing a combined workforce of aged care assessors and care finders. People should be able to access face-to-face navigation support whenever they need it through the care finder function.
5. There should be a single aged care program based on a single eligibility assessment that covers the current program silos of CHSP, Home Care Packages and Residential Care.
6. The government should incentivise the development of innovative accommodation options beyond residential aged care.
7. Standardised data collection and evaluation should be rolled out across the aged care program.
8. Localised strategies should be developed and funded to meet areas of unmet demand.
9. There should be a government-funded campaign to build awareness and help people plan for ageing and aged care ahead of entry into the aged care system.
10. Informal carer support and respite care should be expanded significantly.
11. There should be a whole of system approach taken to meeting diverse needs.

The Royal Commission is seeking submissions in response to these proposals by

Wednesday 18 March 2020.

[Download ACSA's overview of today's hearing.](#)



Visit ACSA's member-only Royal Commission [website](#) for details of all hearings.

View the Royal Commission [website](#) for more information on past and upcoming hearings.



ACSA Member Update | 4 March 2020

[View this email in your browser](#)

ACSA Member Update

Latest Update on the coronavirus (COVID-19)

You may have seen the media reporting today about a case of an aged care worker from the Dorothy Henderson Lodge a Baptist Care service in NSW, who has been diagnosed with coronavirus.

NSW Health and BaptistCare are working closely together with isolation and containment processes having been actioned:

- The worker is in hospital in a stable condition.
- 11 residents at the home are now in lockdown.
- One resident has died and another is in hospital with a respiratory condition neither which at this stage have been confirmed as virus related.



The Government today has asked that all aged care providers, residents and families continue to be collaborative, constructive and responsible, and ensure you get any information from Government Health websites (not rely on social media as your source). ACSA will continue to stress in its public statements that:

- Aged care providers are experienced in disease control measures because we are dealing with a vulnerable group every day.
- It's important to remind families and friends of residents to be really careful when visiting aged care and to stay away if unwell, and if they are unsure to seek medical advice.
- ACSA and aged care providers are continuing to take advice from and work closely with the Government and Department of Health.
- Any workers who have visited Italy, Iran, China or Japan must self-isolate as per Department of Health instructions. Refer [here](#) to our previous member updates.

We will continue to provide updates as and when they come through in what is a challenging situation. ACSA CEO Patricia Sparrow will attend a special meeting in Canberra on Friday with the Minister, Chief Medical Officer and Commissioner Janet Anderson to discuss COVID-19 and aged care. We are collating and taking the issues you have been identifying to that meeting for discussion and will report back to you as soon as we can following its completion. ACSA will provide our members with information and ongoing support with:

- managing staff
- working with residents
- and engaging with families.

We know that this is a very challenging time for all our members, and we want you to know that we are working hard to keep you up to date with the best advice and support. Further information can be found on the Department of Health [website](#) including [resources for health professionals](#).



Media

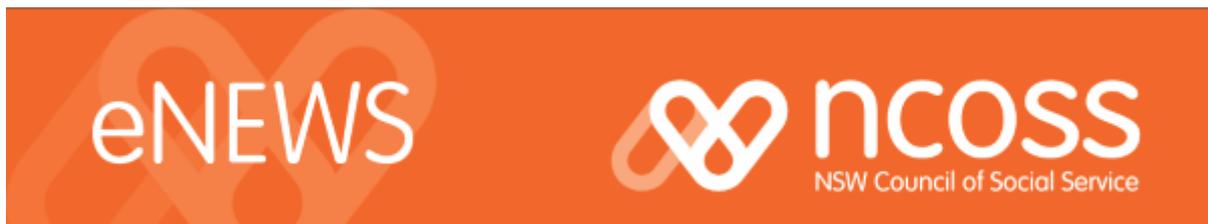
We recommend that if you are asked to comment by media on the issue of coronavirus you refer the journalist to your local state Department of Health or the Federal Government Department of Health for the most up to date information.

Residents, families and staff

We also recommend you provide information to residents and families about the situation and how you are handling the coronavirus based on advice from the Government. See below draft templates for you to use.

NCOSS eNews with the latest from the community sector

[Email not displaying properly? Click here to view it online](#)



A MESSAGE FROM NCOSS CEO

Dear All,

Many of you may be aware that last year DCJ/FACS undertook a review of the Sector Development Program - the program that funds 14 NSW peak bodies. As a result, a new



state peaks program has been established. This will not mean drastic changes, but has led to new program specifications, outcomes and performance measures, and requirements to engage in collaborative planning (with DCJ and each other) and contribute to state and Premier's priorities. Given there is no new funding for the program, the emphasis on integration of effort and avoiding duplication is important. The new program commences in July 2020, with contract negotiations underway shortly.

Last week DCJ provided peaks with a briefing by the NSW Chief Health Officer on the coronavirus. The ongoing challenges of maintaining service provision and managing staff safety were acknowledged. Key messages for NGOs were to: promote good hygiene practices; ensure that business continuity plans are up to date; and visit [NSW Health's website](#) for the latest information.

NCOSS recently attended Homelessness NSW's conference 'Hidden but not Forgotten' which included a session on NDIS. This highlighted the importance of NDIS supports for people who are homeless or struggling to maintain their tenancy, and how the system works against them. We have advocated on this issue, following Minister Gareth Ward calling on the Federal Government to release unspent NDIS funding. Our advocacy to get the Federal Government to commit to ongoing ERO funding also continues. See our media releases [here](#).

We are pleased to join AbSec's Family is Culture campaign. This calls on the NSW Government to take urgent action and invest in implementing the recommendations of the independent review by Megan Davis - documenting the failures of the child protection system when it comes to the wellbeing and safety of Aboriginal children, families and communities. You can read more about the campaign below.

- Joanna Quilty, NCOSS CEO

NCOSS News



NSW Community Services and Workers at Risk from Funding Uncertainty

A new [survey](#) of community sector employees found services and jobs are at risk if the Federal Government does not guarantee vital funding. Equal Remuneration Order



supplementation funding – introduced to provide fair pay – will expire on 30 June 2021, and the Federal Government has not yet committed to extending it. The survey shows 55% of community services in NSW currently receive the at-risk funding. [Read more information here](#) or email advocacy@ncoss.org.au to share how losing this federal funding would impact your organisation.



Joint COSS Statement on Raising the Criminal Age of Responsibility

The Councils of Social Service Network made a joint statement to the Council of Attorneys-General (CAG) in response to the [review on raising the age of criminal responsibility](#). The statement highlights that the laws dictating the age of criminal responsibility in all states, territories and the Commonwealth need to be reformed in line with key principles, including that the minimum age of criminal responsibility should be raised to at least 14 years. You can [read the full statement here](#).



Family is Culture Collective

Currently in NSW, 40% of children in out of home or foster care are Aboriginal. This is nearly 10 times the rate of non-indigenous children and is despite only 5% of children in NSW being Aboriginal. NCOSS has joined AbSec and a collective of over 20 Aboriginal and non-Aboriginal organisations to demand urgent action from the NSW Premier the Hon. Gladys Berejiklian MP to address the over-representation of Aboriginal children and young people in the child protection system. The collective sent a letter to the Premier to ask for a significant financial commitment in the 2020/21 budget to immediately implement the recommendations of the Family is Culture report. Read the letter here: [Letter to the Premier: Family is Culture](#).



NCOSS Submission on National Consumer Credit Protection Bill 2019

The National Consumer Credit Protection Amendment (Small Amount Credit Contract and Consumer Lease Reforms) Bill 2019 provides important safeguards that protect consumers against unfair credit practices. This submission outlines why these reforms are crucial for people living with disadvantage and provides feedback on how to strengthen key provisions to ensure vulnerable consumers benefit from the full protection of the law. [Read more here.](#)

NCOSS Training & Events

20
MAR

[Stress Management Course](#)

26
MAR

[Time Management For Really Busy People](#)

27
MAR

[How to Build a Great Team... We're Better Together!](#)

29
APR

[So You've Made it to Manager... How to Survive and Thrive!](#)

6
MAY

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

[View all Training & Events](#)



Latest Community Jobs

- [Program Manager - Dual Diagnosis - Weave Youth and Community Services](#)
- [Family Worker \(Aboriginal Families\) - Junaya Family Development Services \(JFDS\)](#)
- [Casual Residential Disability Support Partner - CatholicCare Diocese of Broken Bay - Lindfield](#)
- [Manager Pastoral Support and Education \(Chaplain\) - Anglican Church in the Diocese of Sydney](#)
- [QLife Practice Standards Coordinator - National LGBTI Health Alliance](#)

[View all Jobs](#)

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



[Subscribe to NCOSS Community Jobs Alerts](#)



Connecting Up Launches Online Courses Library



In partnership with TechSoup Courses, Connecting Up now brings you access to an online library full of courses you can study at your own pace. With a mixture of free and paid modules, Connecting Up Online Courses is the next step up in the evolution of the Digital Learning program.

[Read More](#)

Embracing the Changes Needed for Your Event - 19 Mar 2020, Parramatta



Associations Forum Pty Ltd
Embracing the Changes Needed for Your Event
19 March 2020, 4.00pm-7.00pm
PARKROYAL Parramatta, 30 Phillip St, Parramatta

[Read More](#)

7 Copywriting Story Tactics that Inspire Connection - 19 Mar 2020, Online



Connecting Up
7 Copywriting Story Tactics that Inspire Connection
19 March 2020, 11.00am-12.00pm
Online

[Read More](#)

Create a Corporate Volunteering Program that Works Workshop for Not-for-Profits - 23 Mar 2020, Sydney



The Centre for Volunteering
Create a Corporate Volunteering Program that Works
Workshop for Not-for-Profits
23 March 2020, 9.15am-12.30pm
Level 3, 40 Gloucester St, The Rocks

[Read More](#)

Screening Checks - 24 Mar 2020, Online



Justice Connect - Not-for-profit Law
Screening Checks
24 March 2020, 12.45pm-2.00pm
Online

[Read More](#)

Sector News & Resources

Are you Affected by DSS Data Exchange and/or Outcomes Reporting?



Community Data Solutions is a leading software provider for Not-for-Profit and Community Services agencies in Australia, and they have turn key software solutions available for both managing your organisation's confidential client data and at the same time assist you with Government statistical and outcomes reporting.

[Read More](#)

Jetstar's Flying Start Program Grants #23



Jetstar's Flying Start Program invites community groups and organisations across Australia to apply for a grant to fund a project that will enrich the lives of people in their local community. Each grant will be worth \$30,000, comprising \$15,000 cash and \$15,000 worth of Jetstar travel.

[Read More](#)

Australian Not-for-Profit Technology Awards 2020



Connecting Up's Australian Not-for-Profit Technology Awards recognise the very best in technology innovation and excellence by organisations and individuals in the Australian not-for-profit sector. They take place during the Connecting Up Conference, taking place in Melbourne on 6-8 May 2020.

[Read More](#)

Poverty in Australia 2020: Part 1, Overview



The ACOSS/UNSW Poverty and Inequality Partnership has released the first of its reports for 2020 - 'Poverty in Australia 2020: Part 1, Overview'. The report paints a picture of poverty in Australia showing that over three million people, including three quarters of a million children, are living in poverty.

[Read More](#)

2020 Australian Community Report



This report by Australian Communities explores social licence, trust and the next generation of donors. With a rich history in Australia, the charities and not-for-profit sector is core to Australian communities. While this remains true today, societal shifts, demographic realities and generational donor transitions

[Read More](#)

[Subscribe to Funding e-News](#)

In Brief

NCOSS has Introduced Discounted Packages for Job Advertisements: Learn more about discounted advertising on the NCOSS Jobs Board [here](#).

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

PhD Research in Energy Poverty among Older Australians on the Age Pension: UTS is calling for individuals dependent on the Age Pension struggling to pay energy bills to take part in a research initiative. [Contact Caroline Portovalente here](#).

Collaboration for Transformation - Navigating the Ethics Minefield Webinar: Register for the Thursday, 5th March webinar discussing ethics and culture in a workplace. [Read more about the webinar](#).

Strengthening Rural Communities Grant Program: Apply for grants by 24 March. Community services faced with increased demand following the bushfires can apply for grants through the [Strengthening Rural Communities](#) grant program provided by the Foundation for Rural and Regional Resilience (FRRR). [Read the guidelines](#) or call FRRR on 1800 170 020 for more information.

Early Bird Extended for ACWA's Community Leadership Program: Expressions of Interest are open for participation in ACWA/CCWT's 2020 Community Leadership Program and you can now access the Early Bird discount rate until Friday 13 March! [Find out how to unlock your leadership potential and transform your practice here](#).

CEO Reflective Practice Dialogue Sessions 2020 EOI: Expressions of Interest are being sought for three available places in ACWA's Reflective Practice for Sector Leaders program aimed at providing a confidential and safe space for CEOs and Executive Managers to share challenges and seek collective solutions. [Find out how you can participate here](#).



Community Care Review

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25 - 26 March 2020 | ICC Sydney

REGISTER FOR FREE PASS

Latest News



Addressing community care’s technology pain points

The Aged Care Industry Technology Council calls for better B2G systems in its submission to the Royal Commission.



Home care providers to be hit with major funding change from June

More than 900 home care providers will be affected by major changes to the payment system.



Royal commission hears 430 deaths reported to NDIS regulator

The NDIS regulator was notified of more than 69,000 reportable incidents over six months including 432 deaths, the disability royal commission has heard.





IRT Foundation rebranded as Age Matters

Community assistance and support organisation IRT Foundation has announced a rebrand with a new name and renewed focus as Age Matters.

Events

Presented by Australian Ageing Agenda Advertisers



[Silver Rainbow: LGBTI Aged Care Awareness In-Person Training](#)

Jul 30 - Jun 1

The Silver Rainbow LGBTI Aged Care Awareness training is a national initiative that is being presented at a venue near you.



[Commonwealth Home Support Programme \(CHSP\) - FUTURES CONFERENCE](#)

Mar 10 - Mar 10

You Ain't Seen Nothin' Yet! – This conference is for everyone interested in the continued success of the CHSP in supporting older people to stay independent, connected with family, friends, culture and community.



[5th Quality in Aged Care](#) **Mar 18 - Mar 19**

Criterion Conferences, in partnership with COTA and ACSA, brings you the 5th Quality in Aged Care conference. This national event will prepare your organisation to overcome some of the most pressing issues you are currently facing in the Aged Care sector



[Dementia Australia National Symposium 2020 – Dementia care is quality care](#)

Mar 24 - Mar 24

Dementia Australia is hosting a full-day symposium on 24 March 2020 at the Fullerton Hotel, Sydney.





[Professor Dawn Brooker Masterclass Tour 2020](#)

Mar 25 - Apr 1

National peak body, Dementia Australia, has announced that Professor Dawn Brooker, an international keynote at its upcoming National Symposium, has agreed to extend her stay to run a series of masterclasses in five capital cities around Australia starting 25 March 2020 in Sydney.

[FREE Australian Healthcare Week Expo 2020](#)

Mar 25 - Mar 26

REGISTER FOR YOUR
FREE EXPO PASS TODAY
The 10th Australian
Healthcare

[Medication Management in Home Care Webinar](#)

Mar 31 - Mar 30

Are you concerned about
Medication Management in
your Home Care Service?
You cannot afford to miss this
event.

[LASA QLD State Conference 2020](#)

Apr 1 - Apr 2

LASA QLD State Conference
2020 will be held from 1-2
April and will incorporate the
theme of Ageing Well... Policy
to Practice



[International Dementia Conference](#)

Jun 11 - Jun 12

Care in the Age of Outrage
will be the central theme of
the International



ACSA Weekly Issue No.156 | 5 March 2020

Issue No. 156 | 5 March 2020 [View this email in your browser](#)

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



Coronavirus

We have seen an escalation of the coronavirus during this week and it has now hit aged care with the first confirmed cases in staff and residents at a BaptistCare facility in Sydney. Our condolences are with the loved ones of the resident who passed away, our best wishes for a speedy recovery for the staff and residents who are currently being monitored and our thoughts with all of the staff at BaptistCare as they navigate through a very difficult time. The NSW Health Minister Brad Hazzard commended BaptistCare for the way they have handled this, and we are very proud to have them as a member.

The media interest has also intensified, and we have been active in explaining that providers are experienced in infection and disease control as we deal with vulnerable people every day. We have also highlighted that providers are rolling out their plans and protocols and that we are working closely with all relevant health authorities.



Our aim to is to present an accurate, calm and measured response to the media and community given some of the alarmist reports that are circulating presently. We understand that there are many concerns and frustrations you are experiencing, and I want to assure you that you that these will be strongly represented at the special meeting with the Minister, Chief Medical Officer and Commissioner Janet Anderson in Canberra tomorrow. Issues have been raised particularly on:

- managing home care clients,
- access to (and cost of) protective equipment supplies,
- clarity around quarantine and lockdown procedures including whether or not State Health Departments will effectively monitor and regulate access to facilities (as some States do now for example if there is a Norovirus outbreak); and
- the conflicting advice around staffing issues with providers being caught between delivering care and providing a safe workplace and the subsequent costs of that.

We will provide you with as much information as we can as soon as we can following that meeting. Please make sure that you are also monitoring and receiving advice from the relevant health authorities as the situation keeps developing.

We are also working to provide you with up-to-date information and are in the process of developing what we hope will be useful resources including training webinars and fact sheets as well as access to advice and support on infection control and media management.

If you need any support about what to do in your organisation or have concerns around infection control please contact ACSA's Member Advice line on 1300 877 855 or email memberadvice@acsa.asn.au.

Finally, please remember to take care of yourself and your staff at this stressful time – stay well and take care.

Regards,
Pat Sparrow
ACSA CEO



ACSA COVID-19 Alerts

the latest updates and information on this public health emergency

The National Security Committee of Cabinet has today advised that travellers from the Republic of Korea are now required to self-isolate for 14 days. The Government has also activated the National Coordination Mechanism to coordinate activities across the Commonwealth, state and territory governments as well as industry to ensure a consistent national approach is taken to provide essential services across a range of critical sectors and supply chains. [Read more](#)

- Foreign nationals (excluding permanent residents of Australia) who are in the Republic of Korea on or after today will not be allowed to enter Australia for 14 days from the time they have left or transited through the Republic of Korea. Australian citizens and permanent residents will still be able to enter Australia, as will their immediate family members (spouses, legal guardians or dependents only). They will be required to self-isolate at home for 14 days from the day they left the Republic of Korea.
- The Department of Foreign Affairs and Trade will raise the level of the travel advisory for the Republic of Korea to 'reconsider your need to travel' (level 3 of 4) up from 'exercise a high degree of caution' (level 2).
- The level of the travel advice will also be raised to 'do not travel' to Daegu (level 4 of 4) because of the significant outbreak of COVID-19 there. People in the Republic of Korea should monitor their health closely and follow the advice of local authorities.

State-based updates:

NSW: Community urged to help prevent coronavirus | Media release, 27/02/2020. [Read more](#)

QLD: Queensland boosts coronavirus measures | Media release, 3/05/2020. [Read more](#)

VIC: Victoria taking action to fight COVID-19 | Media release, 3/05/2020. [Read more](#)

CORRECTION: Further to ACSA's Member Update issued yesterday, 4 March, ACSA wants to



correct an error in the details to clarify that advice is that the countries identified are China, Iran, Italy and South Korea (not Japan).



2020 Vision: A New Age for Aged Care

Call for abstracts are now open for the 2020 ACSA National Summit that will be held at the Gold Coast from 14 to 16 September 2020. We are in a new decade and the pace of change in the aged care sector continues to accelerate. With the theme 'A New Aged for Aged Care' ACSA's National Summit is aiming to address the tough questions and develop a shared vision for the future of the sector. Key themes of the 2020 National Summit program are: Quality and sustainability; workforce of the future; consumer expectations and wellbeing; and emerging technologies. We invite you to [submit an abstract](#) for consideration.

Phase One Home care payments in arrears

The [Aged Care Legislation Amendment \(Improved Home Care Payment Administration No. 1\) Bill 2020](#) is in the House of Representatives. Once adopted, this will move the current system to payment in arrears. ACSA has contacted the Department of Health asking what arrangements will be put in place to assist providers the Aged Care Financing Authority (ACFA) identified as at risk of experiencing financial issues as a result of this change. The Department has advised that the Business Advisory Service is the first line of support for providers who have concerns about



their financial capacity to manage this change and that the Government is giving further consideration to the ACFA recommendations. [Read more](#)

Accessing the aged care provider portal and My Aged Care

Services Australia has provided tips to support providers transition to the new Aged Care Provider Portal, covering topics including getting access to the portal; use of the AC004 form; and where to get support. [Read more](#)

There has also been notice from the Department of Health that providers using AUSKey and Manage ABN Connections must transition to a new supported authentication method as soon as possible, and before 28 March 2020. [Read more](#)

ACSA Webinar series: The future of aged care, Part two

Our two-part member webinar series on the future direction of aged care is seeking your direct input into ACSA's future reform paper. In this free member-only event, ACSA CEO Patricia Sparrow will share more specific content and the proposals for the future of aged care reform paper. Please note, Part two of the webinar series has been rescheduled and will now be held on Friday 13 March, 2:00-3:00pm (AEDT). [Register now](#)





New South Wales & Australian Capital Territory

Queensland

South Australia & Northern Territory

Tasmania

Victoria

Western Australia

Aged care's best in tech honoured at ITAC



Congratulations to ACSA members McLean Care and BaptistCare who were among the winners at this week's national ITAC 2020 Conference Awards, announced in Brisbane on Tuesday.

[McLean Care](#) was awarded the best solution that provides ongoing consumer independence and the overall winner. [BaptistCare](#) were awarded best solution that integrates across multiple platforms and at the different stages of clients' time with a provider. [Read more](#)

ACIITC joins collaborative technology and innovation partnership

The Aged Care Industry Information Technology Council (ACIITC) has announced at this week's ITAC Conference that it will join ACSA, the Digital Health Co-operative Research Centre and the Aged Care Guild in a collaborative partnership working to resolve many of the aged and



community care sector's most critical issues through the greater leveraging of digital technologies and innovation. [Read more](#)

Diverse Population Groups: Aboriginal and Torres Strait Islander Australians

All Australians have the right to access health care that meets their cultural and linguistic needs, but for many Aboriginal and Torres Strait Islander people there are challenges for the aged care system to include culturally appropriate care, especially for those living in remote and very remote areas. End of Life Directions for Aged Care ([ELDAC](#)) have the following strategies and considerations to foster culturally safe and responsive aged care environments for Aboriginal and Torres Strait Islander clients and residents. [Read more](#)



New national guide on powers of attorney

Australia's Age Discrimination Commissioner Dr Kay Patterson earlier this month launched a national guide to making enduring powers of attorney for financial decisions. You Decide Who Decides is a national resource which identifies differences between the law across the country. The guide also helps people decide whether making an enduring power for financial matters is right for them. It contains useful tips, personal stories and examples of wording that can be used to ensure wishes are properly expressed. [Read more](#)

#EachforEqual: International Women's Day Sunday 8 March

On 8 March it will be International Women's Day and ACSA wants to celebrate by acknowledging the exceptional contribution of women in the aged care sector. The UN Women's 2020 theme is Generation Equality, which is a call to action to join forces across generations to create a world where every girl and woman has equal opportunities to fulfil their potential. Today 80% of Australia's aged care workforce is female, and women are the majority in delivering unpaid care to family and community members, with seven-out-of-ten (71.8% of 2.7 million carers) delivering informal care with no recognition or pay.

Also in 2020, women are underrepresented in decision-making roles, public institutions and businesses with just 17% of female CEOs in Australia. Currently women are more likely to experience everyday discrimination in the workplace and bias impacts on women's day-to-day work experiences and ability to advance. [Read more](#)



To help combat bias in our workplaces and start the discussion there are some great resources available.

[Access them now](#)

New Community Care solution to power in-home services for aged care providers

ACSA Industry partner [Epicor](#) is thrilled to announce Epicor Community Care Solution. As the Australian population ages, government funding for home care increases, and more Australians prefer to remain in their homes, the need for in-home services delivered by aged care providers is growing. To ensure the best available care to the elderly and support in-home services, this new solution aligns with the Epicor mission to provide a fully-integrated and holistic software system for all the needs of the aged care industry, including both providers and clients. [Read more](#)



'Health Speak' Podcast: The day the beach came to an aged care home

[Masonic Care Tasmania](#) CEO Jackie Howard was featured on Launceston City Park Radio's podcast, Health Speak. Health Speak encourages and educates us on how to properly look after ourselves, and highlights the health professionals we need in our corner. In this episode, 'The Day the Beach Came to an Aged Care Home', Jackie's enthusiasm and passion for her work in aged care shines through. She talks about her experience in the sector and explains that work in aged care is hugely rewarding, where there is a tremendous amount of fun to be had and the learnings from our amazing older people never end. [Listen now](#)

FEATURED: 2020 AGED CARE INSIGHT

Technology

In the coming years, technology adoption is the area that will offer the greatest gains to astute providers and the biggest impact from disruptors.

The use of technology for business analytics, improvement in service delivery, creating efficiency, enhancing independence, improving communication, accessing expertise and optimising care through using artificial intelligence are some of the impacts that the sector will experience in coming years.

Voice activated technology will enhance independence. Customisation technologies will tailor the optimum product to suit each individual optimising their wellbeing and outcome. Care plan design will include technology solutions and home care package funds used to purchase technology solutions that optimise health and wellbeing and enhance independence and improve quality of life.

2020 will see the roll out of 5G technology with increased connectivity and rapid data speeds enabling mass scale device connection and rapid data exchange.

As a sector aged care and senior living can embrace technology and harness its strengths or watch others disrupt the sector.

If you want to look critically at where you are at, build the foundation for the future, understand your appetite for change, analyse where you are at in the market place and create a vision for the future, The Ideal Consultancy welcomes your call. Ideal can be contacted via hello@theidealgrou.com.au.

Welcome to new ACSA members

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

- [Ngambaga Bindarry Girwaa Community Services](#)
- [Open Arms Care](#)
- [Australian Croatian Community Services](#)
- [Waikerie Community Senior Citizens' Home \(Warrawee Lodge\)](#)



- 3 March: [Federal government won't rule out aged care lockdowns](#), ABC News
- 4 March: [Protecting elderly Australians from coronavirus](#), Life Matters ABC Radio

Join ACSA's social community

Are you following ACSA on our social media channels?



Stay up to date in real time on the latest news, trends, media and talking points in aged care. Join the conversation, share thought-provoking content with your peers and be a part of the ACSA social network on [LinkedIn](#), [Facebook](#) and [Twitter](#).



We want to share your stories

ACSA's members are providing innovative and quality services to thousands of older Australians every day – and we'd like to share some of these stories with others through ACSA Weekly.

Please send us any of your stories that feature your services at their best, and make sure our email ascsacommunications@acsa.asn.au is on your distribution list for any media releases or updates so we can share the news with the rest of ACSA's membership.

ACSA Event, Training & Development



Standards: Getting It Right
16 March – Adelaide, SA

This ½ day workshop is designed specifically for front line and support staff to understand each of the 8 Standards, with a particular focus on their contribution to Standards 1 – 4.

Available on-demand & on the Training Calendar.
agedservicesworkforce.com.au



 ACSA Event  ACSA Training and Professional Development

-  10 - 18 March: [Mental Health Awareness & the Older Person](#) (SA)
-  10 March - 30 April: [Maintaining Professional Boundaries](#) (TAS, NSW, WA)
-  11 March: [Manage People Performance](#) (TAS)
-  11 March: [Keeping Connected](#) (SA)
-  11 - 25 March: [Next Level: the time for average is over](#) (SA)
-  12 March: [Improving Outcomes for People Living with Dementia](#) (SA)

- 13 March: ACSA Member Webinar Series: [The future of aged care, Part 2](#) (Online)
- 16 March: [Standards: Getting It Right](#) (SA)
- 18 March: [Wellness Practice for Support Workers and Volunteers](#) (SA)
- 19 March: [Experiences of Older People](#) (SA)
- 20 March: [Being Curious](#) (SA)
- 20 March - 4 June: [ACFI in Practice](#) (NSW, QLD, SA, TAS, VIC)
- 24 March: [Social Inclusion - through valued roles and freely-given relationships](#) (SA)
- 25 March: [Managing Difficult Conversations](#) (SA)
- 26 March: [Train the Trainer](#) (SA)
- 26 March: [Nominations Close - ACSA Aged Care Awards](#)
- 18 - 28 May: [ACSA Quality Care Symposiums](#) (NSW, SA, TAS, WA)
- 8 - 31 July: [Save the date! ACSA Aged Care Awards](#) (National)

[See all ACSA events](#)

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

Other Events

[Lantern Collaboration Meeting: The Dining Room - Service with a Smile | 6 March](#)



Join the Lantern Collaboration Meeting over breakfast either in person (at the Bond Institute of Health and Sport, QLD) or online via weblink, to explore recognised and established standards within the hospitality industry that promote efficiency and wellness for all. How does service create a positive dining experience and how does this relate to wellness? [Learn more](#)

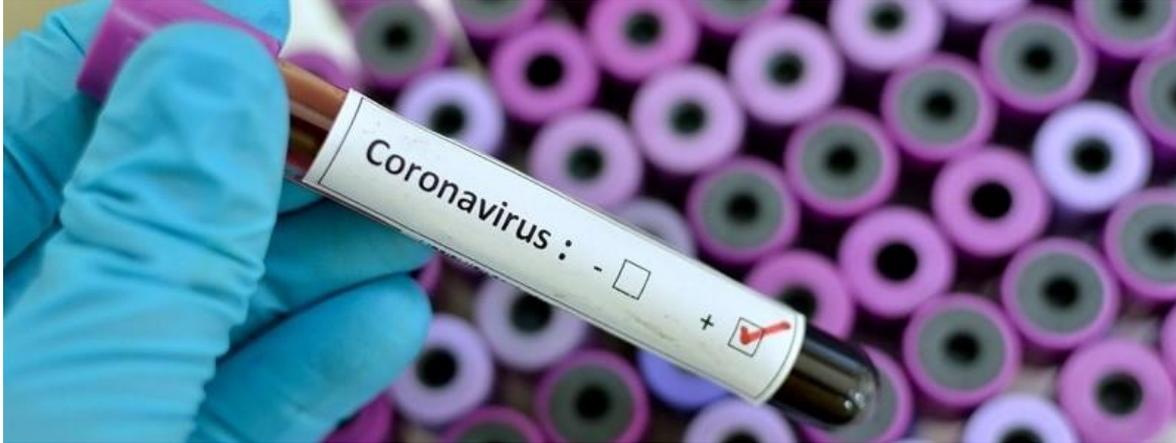
LGBTI-inclusive aged care: Practice knowledge from the US | Melbourne, 11 March



This event will be particularly useful for people working in residential care but anyone working in aged care and older LGBTI people themselves will find this an informative session. Tim Johnston, Senior Director of National Projects, SAGE (USA) will share his extensive practice knowledge with participants through an overview of work on LGBTI ageing in the USA; presentation on his recent book; and a Q & A session. [Learn more](#)

Health law seminar: What to do about the 2019 novel coronavirus |

Sydney, Newcastle & Melbourne, 12 March - 16 April



Hall & Wilcox, ACHSM, the AHHA and the ACIPC invite you to join us for networking and an insightful discussion on how those who care for the vulnerable (including hospitals, aged care providers, retirement living operators, disability providers, medical practitioners, schools) and all employers can respond to a significant event involving an infection outbreak. This will include a hypothetical on how to deal with a coronavirus outbreak at your facility. [Learn more](#)

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



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](#)

National Symposium 2020 - Dementia care is quality care | Sydney, 24 March



A registration banner for the Dementia Australia National Symposium 2020. It features the Dementia Australia logo and the tagline "Dementia care is quality care". A dark teal box contains the text "Book by February 10 to save!" and "click to register now!" next to a calendar icon showing "FEB 10". At the bottom, a dark teal bar contains the website "dementia2020.org.au", the date "24th March 2020", and the location "The Fullerton Hotel – Sydney".

Dementia Australia are bringing an impressive line-up of local and international leaders to equip you to lead industry transformation. You will leave inspired, equipped and ready for change. Join local and international speakers who are leaders in person-centred care, workforce engagement and leading change, as well as six current sector leaders who will share short case studies on their successful service delivery. [Register now](#)

Professor Dawn Brooker Masterclass Tour | 25 March - 1 April
Sydney | Brisbane | Melbourne | Adelaide | Perth

A banner for the Dawn Brooker masterclass tour. It features a portrait of Professor Dawn Brooker on the left. The text "Dawn Brooker masterclass tour" is prominently displayed in a teal box. Logos for Dementia Australia, Dementia Support Australia (DS), and HammondCare are visible. At the bottom, a dark teal bar contains the URL "dementia2020.org.au/masterclass".

Professor Dawn Brooker, author of the VIPs Framework is coming to Australia as a keynote speaker for the Dementia Australia National Symposium and a Masterclass tour. These practical masterclasses are specifically run for healthcare professionals implementing the new Aged Care Quality Standards. Early bird registration closes 9am Monday 10 February 2020. [Register now](#)

SAGE UK | England & Scotland, 29 March - 9 April

SAGE UK (England & Scotland) 2020



Our tour to the UK this year is a very unique opportunity to see how the industry is continuing to deliver person centred care and make progressive developments in senior living in some very challenging times. As well as visiting some pioneering service-providers in England and Scotland, on our 30th tour, we've arranged a very special networking reception with UK colleagues and a seminar with CEOs from five of the country's peak industry associations. Don't miss out! We have room for one more registration! [Learn more](#)

ACSA Publications, Reports & Resources



Department of Health:

- Information for the Aged Care Sector, Issue 2020/3. [Read more](#)
- Commencement of Business Improvement Fund Application Process. [Read more](#)
- Improvements to payment administration arrangements for home care packages. [Read more](#)
- Coronavirus health alert: travellers and visitors. [Read more](#)
- Changes to the My Aged Care authentication service - take action now. [Read more](#)



- Webinar on new aged care assessment arrangements cancelled. [Read more](#)

Aged Care Quality and Safety Commission

- Aged Care Quality Bulletin February 2020, Issue #14. [Read more](#)
- Letter to providers re: Advice regarding COVID-19. [Read more](#)

ACSA Political Alerts



Update on novel coronavirus (COVID-19) in Australia

The National Security Committee of Cabinet has agreed today to introduce new travel restrictions, update the travel advice and implement new screening measures as part of the measures to protect Australians from COVID-19. These actions are based on advice that the volume of reported COVID-19 cases in the Republic of Korea, and the scale of travel to Australia from the Republic of Korea, means that they present a high risk of further transmission of COVID-19 in Australia. For arrivals from Italy, we will implement enhanced health screening and temperature testing arrangements. [Read more](#)

Panic buying threatens safe use of medicines

The Pharmacy Guild of Australia has warned that panic buying of medicines is unnecessary and may have unintended consequences for Australian patients. The National President of the Pharmacy Guild, George Tambassis, said pharmacists had professional and legal responsibilities to ensure appropriate and safe supply of prescription medicines, and dispensing multiple repeats without good reason was inadvisable and outside the guidelines published by the Pharmacy Board of Australia. [Read more](#)

ACSA Communications

Dear ACSA Member,



The purpose of this communication is to let members know that we are intending to de-register ACSA as a Fair Work Registered Organisation.

You may recall that prior to State and Territory based Aged Care Services (ACS) entities merging to form the single entity ACSA, Aged and Community Services NSW & ACT (**ACS NSW/ACT**) was a Registered Organisation. At the time, it was agreed it would be beneficial for all members if the merged ACSA maintained its status as a Registered Organisation.

This was done because as a Registered Organisation, ACSA was granted various benefits including being able to represent members in the Fair Work Commission (FWC), but also means ACSA is subject to strict governance conditions under the *Fair Work (Registered Organisation) Act 2009*.

However, we now understand based on legal advice that if ACSA deregistered we would still be capable of representing our members at the FWC.

Importantly, deregistration will not impact in any way on ACSA supporting or representing members in the FWC.

The benefits to ACSA for deregistration include a reduction of ACSA's costs of administration, especially the removal of duplicative administrative process required by both the Registered Organisation Commission (ROC) and the Australian Charities and Not-for-profits Commission (ACNC).

In line with this we have applied to the FWC for authority to conduct a vote at a special general meeting of members planned during April 2020 to consider deregistering as a Registered Organisation.

Subject to FWC approval to conduct a vote, which we anticipate receiving very soon, a formal Notice of Meeting for a Special General Meeting and explanatory memoranda will be sent to members.

If you have any further questions, please contact me directly on 0408 230 763 or email

Trevor.Lovelle@acsa.asn.au.

Trevor Lovelle

Executive Director

- Operations & Corporate Services
- WA/SA/NT





[View this email in your browser](#)

ACSA Member Update | 6 March 2020



Aged Care COVID-19 Preparedness Forum

ACSA participated in the Aged Care COVID-19 Preparedness Forum held in Canberra on Friday 6 March. The Forum was hosted by the Australian Government Chief Medical Officer, Professor Brendan Murphy and the Minister for Senior Australians and Aged Care, Senator the Hon. Richard Colbeck with the Aged Care Quality and Safety Commissioner Janet Anderson attending. Ross Low from BaptistCare also spoke about their experience with the first confirmed cases in staff and residents at a BaptistCare facility in Sydney.

Collaboration between the Commonwealth, the aged care sector, state and territory public health authorities, and the healthcare sector is a key part of COVID-19 planning and preparedness activity. This was the first such forum and additional stakeholder engagement opportunities will occur for broader participation and consultation. The forum largely focussed on residential aged care, but it was acknowledged there needed to be another forum specifically on home care. The Department is also considering regular aged care webinars as well as primary care webinars.

ACSA would like to thank Members for providing us with the concerns and frustrations you are experiencing so we could represent ACSA Members at today's forum. Not all of the issues have concrete answers as yet and we will continue to liaise to get answers to all of the questions raised.

[Click here for the Government's Official Forum Record](#)



The key points from today's meeting were:

- The Government acknowledged that support would be needed for the aged care sector and that working together was critical.
- The Government is acutely aware of issues with access to personal protective equipment and has said it will ensure availability for aged care services. The Government is also looking at supply chain issues with consumables including medicines.
- The Communicable Diseases Network Australia (CDNA) is developing guidelines on COVID-19 specifically for residential aged care which will be based on existing influenza guidelines but will be different as no vaccine is currently available for COVID-19. These guidelines should be available next week.
- People diagnosed with COVID-19 are currently being treated and isolated in hospital even if they are reasonably well. With a community outbreak it is expected that people in residential aged care with mild symptoms will be looked after in isolation in their residential aged care home. The meeting highlighted evidence that with the right protective gear and infection control protocols workers should not contract the virus.
- The Government is considering workforce availability and surge capacity to both prepare for and respond to a community outbreak of COVID-19. Examples mentioned for further consideration include: increased hours for workers on visas with a 20 hour work restriction; use of graduates and students, and lifting regulatory arrangements around general practice. Other suggestions made by participants at the meeting included use of agency staff; in-reach diagnostic testing; in-reach GP services; telehealth services; better triage processes; collaboration and sharing of work forces; use of the army medical corp; establishing a dedicated emergency flying squad that could move quickly to provide support to residential aged care if needed.
- The importance of regular, timely and clear communications from Government to aged care providers, aged care workers, consumers and their families as well as from aged care providers to their staff, consumers and families. More broadly, the Government is developing a whole-of-community communication campaign which is expected to begin from next week. ACSA stressed the need for it to include specific aged care messaging.



- ACSA outlined the conflicting ER advice about payments if staff are unable to work while the Unions highlighted that staff were low paid and it would be problematic if the weren't supported if they can't work. ACSA and Russell Kennedy will hold a webinar to inform and discuss this issue in the very near future.
- Aged care providers need to review and test their infection control plans, disaster plans and business continuity plans; to check that assumptions in plans are still current; and to make sure that staff understand their responsibilities and what they need to do. In addition, they should maintain infection control protocols and activate a COVID-19 Emergency Response Plan.
- Aged care providers should work collaboratively with their local public health unit.
- Commissioner Janet Anderson clarified the comments reported in the media about an audit of 100 providers. The Commission will use its regulatory pyramid which escalates action as and if needed based on a risk approach. The Commission will start by releasing a self-assessment tool to assist all providers next week. Based on their risk approach there will be a range of responses and interactions, from phone calls to requests for documentation to visits as and if needed. The Commission stressed that they would be mindful where services are experiencing an outbreak. Further advice about their approach will be publicly available within the next week or so.

More public information will be available from today's forum which we will share with Members as soon as it's available but we wanted to get you this update ASAP given the uncertainty that abounds.

We are working on a range of training and supports to assist you as you navigate this difficult time. You can download the Department of Health's Official Aged Care COVID-19 Preparedness Forum [Record here](#).

If you need any support about what to do in your organisation or have concerns around infection control please contact ACSA's Member Support line on 1300 877 855 or email memberadvice@acsa.asn.au.

Further information can be found on the Department of Health [website](#) including [resources for health professionals](#), or you can contact the Coronavirus Health Information Line on 1800 020 080.

DSC



The Joint Standing Committee Recommendations and the Future of the NDIS

The government has just released its response to three sets of recommendations from the parliamentary Joint Standing Committee. Sara explores what these responses indicate is in store for the NDIS.

[READ MORE](#)

Upcoming Events



Support Coordination

- [2 Day Intensive](#)
- [Complex Support Coordination \(NEW\)](#)
- [NDIS Housing for Support Coordinators](#)
- [Running a Successful Support Coordination Business](#)



Activity Based Transport: Q&A

The recent changes to NDIS transport policy left everyone with A LOT of questions. So we recently held a Facebook Live Q&A to sort through the confusion. Here is the summary.

[READ MORE](#)

NDIS Quality & Safeguards

- [Introduction to NDIS Quality & Safeguards](#)
- [Audit Prep: Smarter Not Harder \(NEW\)](#)
- [Quality & Safeguards: Group Consulting](#)

Housing

- [SDA 2020: From Concept to Completion \(NEW\)](#)
- [NDIS Housing for Support Coordinators](#)



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ACSA Member Update | 11 March 2020



The 10 Principles of Governance to see you through the Royal Commission

Throughout the hearings leading up to the Interim Report of the Royal Commission, we heard frequent accounts of both clinical governance and organisational governance failures. We can expect governance to be featured heavily in the Final Report, due at the end of this year.

Providers should remain true to the key principles of good governance. These strengthen all aspects of business function from service delivery to internal operations.

These are the [ten key principles](#) of good governance:

Purpose and strategy

The organisational purpose should be clear and outlined in governing documents as well as being clearly understood by... [Continue reading](#)

Now only a matter of months until the Royal Commission's Final Report is delivered, organisations need to have effective governance and strong leadership at the heart of their journey.

The [2nd Governance in Aged Care conference](#), being held in Sydney from 20 - 21 May 2020, has been developed in partnership with COTA Australia and ACSA to support you in effectively leading and governing your Aged Care service into the future. You will gain strategies to embed good governance structures into your own organisation, optimise the relationship between your board and executive functions and drive continuous improvement.



We're also excited to announce that Janet Anderson PSM, Commissioner of Aged Care Quality & Safety Commission will be speaking at the conference. She will be discussing leading good governance across the Aged Care Quality Standards. [Find out more](#)

There are 15 tickets left at our special early bird rate, saving you \$300! [Book](#) by Friday 27th March 2020 to redeem this offer.