



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

Hi all, I am sorry to advise that we, at NESST, have decided to cancel all upcoming events and training until at least 30 April 2020. We will be developing other means of getting information out and your feedback in. We are very aware of the possible implications of spreading the virus among people who work closely with vulnerable populations.

Any paid events will be refunded in full after Wendy returns from leave.

I have attached a useful resource to assist you in the development of your policy.

Regards,

Debra Pugh

Executive Officer

New England Sector Support Team

M: 0428 677 297 W: 02 6772 3590

NESST acknowledges the traditional custodians of the lands on which we work and meet, and pays respect to their elders, past, present and future.



ANSVAR: RISK ALERT – Considerations & Information Pandemic Risk



Ansvar Risk Alert
Pandemic Risk.pdf

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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About Flutracking

Flutracking is an online survey that asks if you have had fever or cough in the last week. The survey takes just 10-15 seconds to answer and is sent via email each week during the usual influenza season (May to October).

Note that this year there has been higher influenza activity throughout summer than we usually see, so surveys commenced prior to May.

We use this information to help track the spread of influenza-like-illness across Australia and New Zealand and provide early warning of potential outbreaks.

Before you agree to volunteer for the Flutracking survey, you need to read and understand the following information. Link: <http://www.flutracking.net/join/inv54>

Description of the Program

If you agree to participate you will receive an email from us each week, when you click on the link in the email you will be taken to the survey website where you will be asked to complete some questions about yourself.

You can also complete the survey for people you live with such as your partner or spouse, children, parents by clicking on the “add household members” link after completing these first questions about yourself.

The following Monday after you sign up you will receive the first weekly survey email, where you will be asked if you (and any household members you have added) have had fever or cough in the last week.

The survey will take approximately 10 - 15 seconds to complete (assuming your computer is already running). You will receive the emails for about 25 weeks during each influenza season (April to October).

Questions We Ask

When you first sign up, you will be asked:

- In what month and year were you born?
- What is your gender?
- Your Indigenous Status (AU) or your Ethnicity (NZ)
- What is your usual postcode of residence?
- Did you receive an influenza vaccine last year?

Those 15 years of age or older will also be asked:

- What is your highest level of education?
- Do you usually work face to face with patients in hospitals, nursing homes, doctors surgeries or as a community health worker?

You will also be asked to complete these questions for any household members you add.



The weekly survey questions are:

- Did you have fever?
- Did you have a cough?
- Have you received the annual flu vaccine?

If you have symptoms of fever and cough, you will also be asked:

- Did you have a sore throat?
- Were you absent from work or normal daily duties due to fever or cough?
- Number of days off work or interruption of normal daily activities?
- Did you seek health advice from a nurse or doctor because of this illness?

If you have added household members, you will then be asked to complete these same questions for them.

Voluntary Participation

Your participation in Flutracking is voluntary and you may refuse to answer questions or leave the survey at any time by clicking on the "unsubscribe" link in any emails we send or by contacting us via the details below. Your choice of whether or not to participate will not influence any health care services provided to you by any Local Health District.

Confidentiality

The information you provide will be kept confidential and stored on secure databases with your email address in a separate file to the health information you provide to us. The information will be kept as required by the State Records Act.

Data that cannot be traced back to participants may be shared with approved research groups to add value to this project by extending and validating our analysis.

Questions, Complaints and Contact Details

The FluTracking.net project is a joint initiative of Newcastle University, Hunter New England Population Health and the Hunter Medical Research Institute, as well as the Public Health Group from the Ministry of Health of New Zealand.

Australia

The coordinator of Flutracking Australia is Dr Craig Dalton. If you have any concerns, comments or questions about this survey now or later, feel free to contact Craig Dalton directly at craig.dalton@hnehealth.nsw.gov.au or on (02) 4924 6345.

If you wish to speak to an independent person, please contact Hunter New England Local Health District complaints - 1800 605 172 (during business hours).



General enquiries can be sent to the Australian Flutracking Team at HNELHD-Flutracking@hnehealth.nsw.gov.au or via the following:

Hunter New England Population Health
University of Newcastle
Booth Building, Wallsend Health Campus
Wallsend NSW 2287
ph: (02) 4924 6499
fax: (02) 4924 6212

New Zealand

The coordinator of Flutracking New Zealand is Dr Hernando Acosta. If you have any concerns, comments or questions about this survey now or later, feel free to contact Dr Hernando Acosta directly at hernando_acosta@moh.govt.nz.

General enquiries can be sent to the New Zealand Flutracking Team at: nzmoh_flutracking@moh.govt.nz or via the following:

New Zealand Flutracking Team
Public Health Group
Protection, Regulation and Assurance
[Ministry of Health](#)

Thank you for your interest and participation.

Consent and Agreement

Providing your email address and clicking the **I Agree** button, indicates that you agree to participate in Flutracking, have read the information above and have asked any questions you have about the program.

You will receive a link to confirm that you have consented to participate in this project.

Regards,

Debra Pugh

Executive Officer

New England Sector Support Team

0428 677297

0267 723590

NESST acknowledges the traditional custodians of the lands on which we work and meet, and pays respect to their elders, past, present and future.



Service Provision – Deb Pugh

Hi all. We have had a number of enquiries about service provision in these difficult times.

I advise as follows:

All service providers should follow the announcements on the website of Department of Health.

These are the links

<https://www.health.gov.au/resources/collections/coronavirus-covid-19-national-health-plan-resources>

<https://www.health.gov.au/resources/collections/coronavirus-covid-19-national-health-plan-resources>

These links provide regular updates which is changing every day (or being updated) . There is also information about Aged Care staff how to protect themselves under these circumstances.

It is up to individual organisations to determine how to manage or deliver services under these unusual circumstances.

If an organisation decides to suspend group activities and increase another activity (e.g. Social Support Individual activity), then they have to advise in writing their FAM of their intention and timeframe or forward an email to NSWACT.CHSP@dss.gov.au

Visit the department's website to view the [In Home and Community Aged Care COVID-10 Preparedness Webinar](#)

See the training module attached

I have also attached an email from the Home Nursing Group as an example of good practice. Thank you Kyra!

Regards,

Debra Pugh

Executive Officer

New England Sector Support Team



COVID-19 HNG
Response.msg



How to protect yourself and the people you are caring for from infection with COVID-19

An Infection Control Training Module, *"How to protect yourself and the people you are caring for from infection with COVID-19"* is available online. Please [register](#) to participate.

Providers are encouraged to consider and share the link with care workers across all sectors including health, aged care and disability.

This training module covers the fundamentals of infection prevention and control (IPC) for COVID-19 including:

- COVID-19 – what is it?
- Signs and symptoms
- Keeping safe – protecting yourself and others
- Myth busting

The module takes approximately 30 minutes, with a quiz at the end.

At the end of this course you should be able to:

- Understand the basics about the COVID-19 virus, including how it is spread
- Describe what you can do to protect yourself and others
- Know what to do if you develop symptoms
- Know what to do if the person you are caring for develops symptoms
- Tell the difference between myths and facts of COVID-19

Further information about [COVID-19](#) is available on the department's website.

Department of Health



Message from the Chief Executive

COVID-19 Digital toolkit

Dear Community Partner

COVID-19 has seen the world take extraordinary steps to try to keep communities healthy. In Sydney Local Health District we're making some changes and taking all the precautions we can to stop the spread of COVID-19.

We're hoping you may be able to help us by sharing these resources with your community.

Click here to access a range of resources that you may find useful.

COVID-19 Resources >

These resources are available in English and up to 14 other languages, and are available for you to download.

As you know the situation with COVID-19 continues to change. Please continue to check the **NSW Health website** for the most up-to-date and accurate information regarding COVID-19.

health.nsw.gov.au/coronavirus

Look for the "**Find the Facts**" and "**Resources**" sections.

Please let us know if you have any other ideas or if there is additional information we can provide to support you further in assisting the community by contacting **SLHD-DiversityHub@health.nsw.gov.au** or call us on **9515 1234**.

Warm regards,

Dr Teresa Anderson AM
Chief Executive
Sydney Local Health District





CORONAVIRUS AWARENESS
COVID-19

STOP THE SPREAD
Let's help maintain a safe environment for everyone.






WASH HANDS WITH WATER AND SOAP/SANITIZER, AT LEAST 20 SECONDS

COVER YOUR NOSE AND MOUTH WITH TISSUE OR ELBOW WHEN SNEEZING

KEEP OBJECTS AND SURFACES CLEAN

AVOID CONTACT WITH SICK PEOPLE

KNOW THE SIGNS
If you have the following symptoms we recommend contacting your doctor immediately






FEVER COUGH SHORTNESS OF BREATH SORE THROAT

STOP - IF YOU ARE SICK PLEASE DO NOT ENTER OUR PREMISES

CORONAVIRUS COVID-19

AWARENESS

SIGNS & WINDOW STICKERS

NOW AVAILABLE AT

SignPrintStitch

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

ACSA Member Update | 11 March 2020

ACSA Member Update

Coronavirus (COVID-19): Government Health Package, Industrial Relations Briefing and Member Support

This Member Update on coronavirus (COVID-19) provides details on the following:

1. [The Government's announcement today of a COVID-19 health response package;](#)
2. [A briefing convened by Attorney-General Christian Porter yesterday to discuss workforce challenges in light of the COVID-19 outbreak;](#)
3. [ACSA support for members.](#)

Government COVID-19 Health Response Package

Today the Government announced a \$2.4 billion health response package to help combat coronavirus or COVID-19.

The package provides funding across the ‘four pillars’ of the health system – primary care, aged care, hospitals and research and is aimed at both preventing and treating the coronavirus across the country in coming weeks.

Specific to aged care, the package includes:

- \$101.2 million to:
 - Educate and train aged care workers in infection control;
 - Enable aged care providers to hire extra nurses and aged care workers;
 - Assist with additional staffing costs;
 - Funding for the Aged Care Quality and Safety Commission to support providers on improving infection control.
- Funding for pathology testing for COVID-19 to be conducted in residential aged care with an aim to have test results available on the same day.

Health Minister Greg Hunt also reiterated that:

- Personal Protective Equipment is available for aged care providers through the National Medical Stockpile, with funding of \$1.1 billion being allocated to ensure health care staff have access to the equipment they require.

While members are experienced in disease control and are already doing everything they can to be prepared, the additional support announced by the government today provides welcome reassurance that we will have support as needed.

At the media conference the Prime Minister, Minister Hunt and the Chief Medical Officer all highlighted that the initiatives/programs in the package are a 'demand-driven' response that is relative to the situation faced by individual providers. It also means that if there is more demand than for the funding that has been announced that additional demand will be met.

Beyond aged care, the response package also includes:

- \$100 million to fund a new telehealth consultation service through Medicare for people at greater risk, including people aged over 70, people with chronic diseases, Aboriginal and Torres Strait Islander people aged over 50, people who are immunocompromised, as well as new and expecting parents, and those in home isolation or quarantine, to decrease their risk of exposure;
- \$25 million for home medicine services to enable patients to have their PBS prescriptions filled online or remotely and delivered to their home;
- \$5 million to support GPs and pharmacies to fast track rollout of electronic prescriptions;
- \$50.7 million to expand the national triage phone line;
- \$206.7 million for the establishment of up to 100 dedicated respiratory clinics;
- \$58.7 million to support responses to outbreaks in remote locations where there is no available hospital or health service;
- \$170.2 million to establish dedicated Medicare-funded pathology testing for COVID-19; and
- \$30 million to be allocated from the Medical Research Future Fund.

These measures are in addition to the \$500 million in joint funding announced last week by the Commonwealth and states and territories to support state health activities within and outside of hospitals. Many of these measures will also assist older people living at home and being supported by home care providers. We understand that a home care forum will be held as a webinar this Friday and ACSA will be in attendance.

[View Minister Colbeck's media release here.](#)



ACSA will provide further updates to members as and when more detail is provided by the Department of Health in relation to this response package.

We know there are also other issues that you are concerned about, such as occupancy levels, RAD refunds and home care. ACSA is continuing to liaise with the Department and authorities on these issues and we will bring you information as and when we can on all of these. Please continue to let us know of your concerns and queries through the Members Support Line on 1300 877 855 or memberadvice@acsa.asn.au. We will collate and provide FAQs as we get answers to the queries so everyone is as up to date as possible.

Meeting with Attorney-General Christian Porter

ACSA attended a Coronavirus briefing convened by the Attorney General and Minister for Industrial Relations, the Hon. Christian Porter in Sydney on Tuesday 10 March.

The issues discussed at the briefing centred around workforce and industrial relations in the light of the rapidly evolving COVID-19 event.

A range of stakeholders including employer associations, unions and regulators were in attendance and received a summary of the latest health advice from the Chief Medical Officer, Professor Brendan Murphy and his deputy, Professor Paul Kelly.

Minister Porter reinforced that work health and safety is paramount and all parties, including employees, should do what is reasonably practicable with regard to their own and others' health and safety as per WHS legislation. The Attorney General's department is encouraging employers to keep up to date with COVID-19 information as it is made available.

Topics for discussion included:

- Exploration of various scenarios of workers who are asymptomatic vs symptomatic, permanent vs casual or contract;
- How an employer should pay a permanent worker who must self-isolate according to the Department of Health if that worker is asymptomatic but has been in contact with a proven case of COVID-19;
- The principles of the Fair Work Act not extending to requiring workers to take personal/carer's leave nor requiring them to take annual leave (except under certain circumstances as prescribed in awards and enterprise agreements and where reasonable).

ACSA and other employer representatives commented that this is a challenging and grey area as the worker is not unwell and does not meet the requirements for the taking of personal leave as prescribed by the Act.

The Fair Work Ombudsman was in attendance and their advice is that the Fair Work Act does not have specific rules for situations like these and that the onus will be on employees and employers to come to their own arrangements, such as taking sick leave, annual leave, or arranging other paid or unpaid leave by agreement.

ACSA stressed that employers cannot afford to pay workers outside the realms of paid personal/carer's, annual or long service leave, nor can they afford to pay casuals who have been rostered.

The unions raised concerns for the large casual workforce which is technically not entitled to Personal/Carer's Leave as their casual loading is in lieu of personal/carer's and annual leave entitlements. They expressed concern for the financial wellbeing of casual employees and also the risk that when they know they won't get paid if they've had to self-isolate, they may not disclose their status and present for work.



It is clear that there is confusion regarding how workers should be paid, and requests were made of the Attorney General and the Fair work Ombudsman to provide clear advice.

All parties expressed dissatisfaction that there is no single source of truth due to the complex nature of the Australian industrial relations landscape.

The key message is that any workplace solution must factor in the prevailing industrial instrument/s, including the relevant modern award/s, enterprise agreement and/or employment contracts/letters of offer, which may provide for arrangements applicable to an event like COVID-19.

There will be more information available in coming days and weeks, and ACSA will ensure members are updated with new developments.

We encourage members to contact the [ACSA Employee Relations team](#) should you have any concerns regarding what to do in your particular circumstances and scenarios with workers as they arise.

Additional Member Support Services

ACSA Member Support

If you need more information or support, please contact our ACSA member support line on 1300 877 855 or email memberadvice@acsa.asn.au.

ACSA Consultancy - expert consultants providing sustainable solutions

ACSA's team of Consultants provide on the ground support in preparing for, preventing and managing outbreaks, including COVID-19. Services include review of infection control procedures and practices, identifying priority actions, access to best practice resources and staff training. [ACSA Consultancy](#) partner with infection control specialists where required to



ensure members receive expert services tailored to their needs.

In light of the current environment, you can contact our consultancy team for a brief health check conversation if you are concerned at all about your arrangements.

For further information contact Julie Anderson, ACSA Senior Manager - Consultancy at
Julie.Anderson@acsasn.au

Media and issues communication - expert advice from Essential Media and first 30 minutes free

Essential Media work with ACSA and specialise in aged care and health issues communication, they have offered ACSA members 30-minute free consultation, and a 20% discount on director level crisis support hours. Please email Peter Stahel, Associate Director at
Peter.stahel@essentialmedia.com.au or call 0408 584 439.

ACSA Member Training for Infection Control

ACSA is able to provide an Infection Control training program on demand for ACSA Members. For more information visit our [website](#) or contact Carne Morris at training@acsasn.au.

ACSA Webinars

We will soon announce details of webinars designed to inform members of the latest information and advice about the virus generally, infection control, ER and other issues we know you are facing on a daily basis.

Free online resources

The below links provide relevant online resources that ACSA members may find helpful in preparing their response to the coronavirus. These resources can be accessed free of charge:

Resource & Link

[Infection Prevention and Control](#)
[eLearning Modules](#)

Hosted By

Australian Commission on Safety and



Quality in Health Care

[Infection Control Level 2](#)

vision2learn

[HHA Learning Module](#)

Hand Hygiene Australia

[How to prepare an Emergency](#)

Business.Gov

[Management Plan](#)

If you need anything at all, we're here to support you.

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](#)



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



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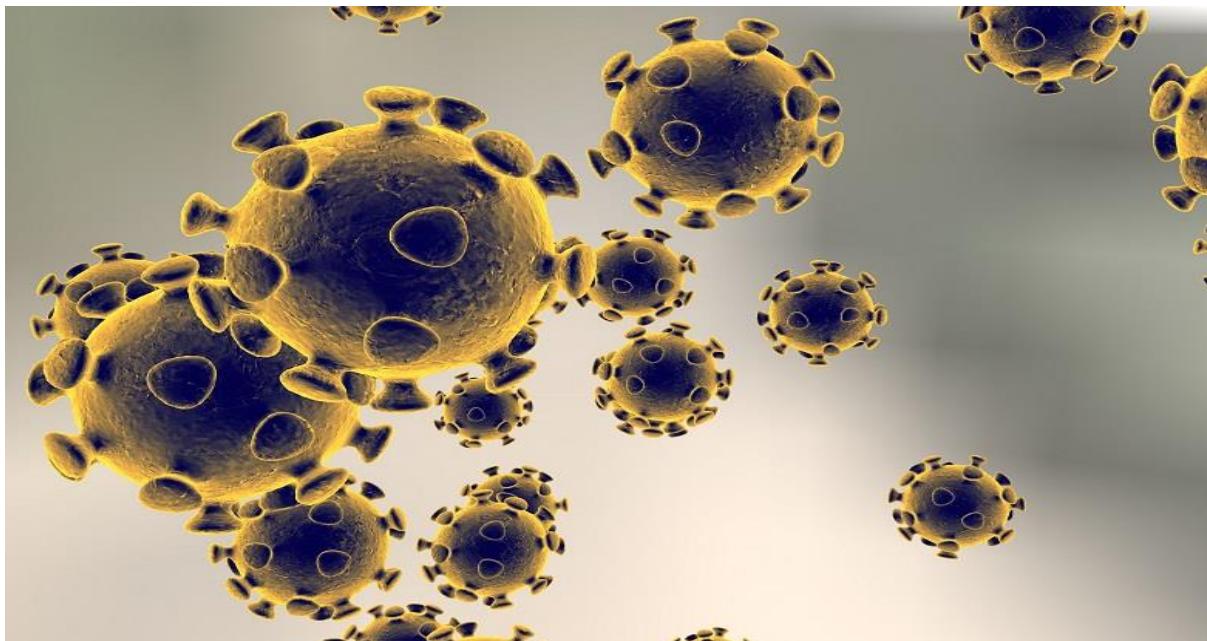
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Latest News



Preparing for COVID-19 in the home care sector

A national webinar will discuss what coronavirus means for the home care sector.



Commissioner throws down gauntlet to community sector

The community sector must play a key role in the response to elder abuse, the NSW Ageing and Disability Commissioner says.



Workers unable to meet social, emotional needs of older people

The majority of community aged care workers say the system isn't allowing them to meet the emotional and social needs of their clients.



Art breaks down barriers of dementia

An online toolkit from the Museum of Contemporary Art is helping carers to reconnect with loved ones living with dementia.



dementia australia

Dementia Australia
National Symposium 2020

Dementia care is quality care

Symposium 2020

We are entering a new era in aged care

Book now

dementia2020.org.au

24 March 2020 | Sydney



NESST



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.

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.



Medication Management in Home Care Webinar

Mar 31 - Mar 30



LASA QLD State Conference 2020

Apr 1 - Apr 2



Home Care Seminar-Operational and Financial Sustainability - Sydney



Home Care Seminar-Operational and Financial Sustainability - Melbourne



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

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

Apr 23 - Apr 22

Apr 29 - Apr 28

Is your Home Care Service ready for the changes to funding which will commence in June this year?

Is your Home Care Service ready for the changes to funding which will commence in June this year?



[International Dementia Conference](#)

Jun 11 - Jun 12

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

Organizational Planning Tool and Checklist-Coronavirus



Ansva Risk Alert
Pandemic Risk.pdf

ACSA Weekly Issue No. 157 | 12 March 2020



Issue No. 157 | 12 March 2020

[View this email in your browser](#)

ACSA Weekly

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



An evolving situation

This week has seen the situation with the coronavirus or COVID-19 escalate further, as the virus continues to spread. Discussions with providers are highlighting frustrations around accessing PPE and questions around what lock downs mean in terms of residents accessing hospitals.

ACSA has been in regular contact with the Department of Health to get responses for you. Please continue to contact us, with the issues and questions you have via our Members Support Line on 1300 877 855 or email memberadvice@acsa.asn.au.

Government announced its \$2.4 billion health package yesterday (you would have received a Member Update on this), which were pleased to see, particularly that the measures are demand-driven meaning that if our demand exceeds the \$101 million allocated on staffing Government will need to invest more to meet the demand.

Today Government has announced its economic stimulus package and the business measures will also assist providers to manage the impacts – see the article [here](#).

ACSA will attend a Home Care Forum tomorrow (via webinar) with the Department of Health, Chief Medical Officer and others, to discuss the specific issues facing those service providers. A



member update will be sent out as soon as we can following that meeting.

ACSA attended a meeting with the Attorney-General earlier this week and we raised your issues there too. As communicated during the session, the Government has set-up a website to source submissions from employer and employee representatives on workforce impacts of COVID-19. The website is accessible [here](#) with contributions to be provided prior to 27 March to IRconsultationcovid19@ag.gov.au.

ACSA is currently looking at our events, please read our advice on this below.

And finally, from the front line at BaptistCare we are sharing a video (see below) they found really useful with educating staff – it may assist with yours too. Stay well.

Regards,

Pat Sparrow

ACSA CEO

ACSA COVID-19 Alerts



Economic response to the coronavirus

The Australian Government has [announced](#) an economic response totalling \$17.6 billion across the forward estimates to protect the economy by maintaining confidence, supporting investment and keeping people in jobs. The Government's economic response targets four key areas: Delivering support for business investment; Cash flow assistance for employers; Stimulus payments to households to support growth; Assistance for severely affected regions.



The Government has committed an additional \$2.4 billion to support our health system to manage any further outbreak in Australia. [Read more](#)

Personal Protective Equipment

ACSA has received a number of enquiries about how providers can access personal protective equipment supplies. ACSA has asked the Department of Health for details and will advise Members when we have more information. The Australian Government [announced](#) it has secured additional surgical, P2 and N95 masks for the National Medical Stockpile, for medical and aged care professionals to care for patients with suspected or confirmed cases of COVID-19. We also note the Minister for Aged Care and Senior Australians said in Wednesday's [media release](#) that Primary Health Networks will co-ordinate distribution to ensure effective management of supplies to areas of need.

Travel Restrictions and Alerts

The Government now requires people who left or transited through Italy on or after 11 March to self-isolate for 14 days from the time they left Italy. This means there are now travel restrictions for travellers from mainland China, Iran, the Republic of Korea and Italy. For more information see the Department of Health's [isolation guidance](#) or visit [smartraveller.com.au](#).

BaptistCare Staff Briefing Video

In response to the outbreak of COVID-19 at Dorothy Henderson Lodge, BaptistCare held a Q&A session on 9 March with NSW Health experts, including Dr James Branley who was part of the Wuhan response team. To equip and educate us all BaptistCare have generously shared with ACSA members some of the helpful and insightful answers they received, as we work together to control the spread of COVID-19. [View the video](#)



BaptistCare



Staff Briefing

9 March 2020 | Macquarie Park

ACSA's Events

It is ACSA's objective through its events and functions to provide members with the best updates on industry matters and reforms that impact the industry. In light of the concerns raised by COVID19, ACSA is reviewing all of its planned functions and events and determining whether or not they will proceed, in what form or alternatives ways they may proceed and addressing any possible cancellations. We are mindful that our events draw together groups of aged care workers and in conducting any event, we want to ensure that our workforce, residents and clients are protected and that we as an industry association are not contributing to COVID19 spread in our sector or the broader community.

We know that you and your staff also attend events held by other organisations and event companies. Some of these are now being cancelled but some are also proceeding. ACSA suggests that in deciding whether or not to participate in an event whether conducted by ACSA or any other organisation, you consider the following:

- Whether you could participate online rather than in person;
- Sending only staff who don't interact with direct care staff or clients and residents; and
- Ensuring the event organiser has put in place strong risk mitigation strategies such as screening attendees and providing easy and plentiful access to hand washing and sanitisers.

Aged Care Quality and Safety Commission

From 9 March 2020 and in response to the coronavirus the Aged Care Quality and Safety Commission will ask home care and residential aged care providers at assessments, What action has the service taken to assess and minimise infection-related risks for the care of aged care consumers including the impact of a potential coronavirus (COVID-19) outbreak? See [here](#) for the Commission's website on coronavirus (COVID-19).

Aged care and the COVID-19 pandemic: 10 legal tips for residential aged care providers

With cases rising in Australia, particularly from community transmission, COVID-19 will present significant ongoing challenges to the aged care industry for months to come. Aged care providers who fail to adequately manage the risk may face legal and/or regulatory action, and risk long-term reputational damage in a highly-charged socio-political climate. Aged care providers operating within a strict regulatory framework are faced with a unique and novel challenge in this public health crisis. Russell Kennedy have set out 10 key legal tips which residential aged care providers should consider. [Read more](#)

Risk mitigation and tips from Gow Gates Insurance Brokers

It is typical for business interruption insurance policies to exclude cover for any diseases that are declared a notifiable or 'quarantinable' disease under relevant Commonwealth legislation, which is in fact the case for COVID-19. It is imperative that prudent organisations review and update their business continuity plans to ensure operational resiliency. [Read more](#)

World Health Organisation (WHO) resources

The World Health Organisation has released a number of useful resources detailing information about coronavirus and combating some of the myths that surrounds COVID-19.

- Videos covering a range of topics and Q&A on coronavirus. [View the videos](#)
- Getting workplace ready for COVID-19. [Read more](#)
- COVID-19 Frequently Asked Questions. [Read more](#)



- Coronavirus myth-busters. [Read more](#)

Political Alerts & Announcements

- 12 March: Economic Response to the Coronavirus. [Read more](#)
- 11 March: Funding boost for aged care set to strengthen defence against COVID-19. [Read more](#)
- 8 March: Morrison Government secures additional 54 million face masks to contain coronavirus outbreak. [Read more](#)
- 6 March: Morrison Government and the aged care sector working together to tackle COVID-19 challenges. [Read more](#)

State-based updates

- **NSW:** Community urged to help prevent coronavirus, 27/02. [Read more](#)
- **QLD:** Queensland boosts coronavirus measures, 3/05. [Read more](#)
- **VIC:** Victoria taking action to fight COVID-19, 3/05. [Read more](#)
- **WA:** COVID clinics to help combat coronavirus community spread, 9/03. [Read more](#)
- **WA:** Department of Health Public Health Emergency Operations Centre (PHEOC) COVID-19 Update, 10/03. [Read more](#)

If you have any questions or concerns regarding COVID-19, please visit the Department of Health [website](#) to access information including [resources for health professionals](#), or contact the Coronavirus Health Information Line on 1800 020 080.



2 WEEKS TO GO!

**ACSA
AGED CARE
AWARDS
2020**

NOMINATIONS CLOSE
THURS 26 MARCH 2020

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

ACSA has regrettably had to cancel this Friday's (13 March) webinar due to a special Home Care COVID-19 Forum organised by the Department of Health. We will notify you as soon as possible once this webinar has been rescheduled. We apologise for any inconvenience.

Home Care Packages Program Manuals

The Department of Health has released two Home Care Packages Program manuals, one for home care providers and another for consumers. ACSA has lobbied for the return of a manual to provide a ready resource for home care providers. The manual for consumers is a new addition. Both manuals introduce an Inclusions and Exclusions Framework to support home care providers to work in partnership with consumers to decide if a type of care or service is appropriate to meet their aged care needs. [Read more](#)

CHSP Growth Funding 2019-20 Grant Opportunity

ACSA contacted the Department of Health about the status of the CHSP Growth Funding 2019-20 Grant Opportunity, given the delay in receiving funding documentation and subsequent impact on resources and outcomes. ACSA has received the following response:

"The Community Grants Hub (Department of Social Services) is currently working through a large number of agreement variations resulting from the CHSP 2019-20 Growth Funding grant opportunity. Unfortunately, we are unable to provide a confirmed timeframe but we are aware that some organisations are yet to receive their growth funding agreement variations which may affect the ability to expend the funding before 30 June 2020. In recognition of this delay, we are pleased to advise the Department of Health has provided approval for service providers to carry-over any unspent growth funding



payments from 2019-20 into 2020-21 as part of the CHSP extension. More information on this carry-over will be provided to organisations, along with their variation documents."

Royal Commission nationwide survey of residents

In the 27 February edition of [ACSA Weekly](#) we reported the Royal Commission into Aged Care Quality and Safety has funded a nationwide survey of residents living in residential aged care facilities to explore quality of care for residents. We have subsequently been advised that NARI has sought legal advice in regards to Section 62-1, and has provided us with a Frequently Asked Questions document to assist members with this request. [Read more](#)

ACSA State & Territory News



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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

Royal Commission: new hearings announced

The Royal Commission into Aged Care Quality and Safety has announced the scope and purpose of Adelaide Hearing 5, which will run from Monday 30 March to Wednesday 1 April

inquiring into how mental health, oral health and allied health care could be improved for people accessing aged care services. [Read more](#)

BaptCare celebrates 75th Anniversary

Last week, [Baptcare](#) celebrated 75 years since its founding in 1945, when the determined efforts of a group of women established Baptare's first community for older people. From humble beginnings, Baptcare has grown to partner with more than 19,000 people across 40 locations, providing services that now also include child protection and foster care, retirement living, youth and family support, and services for people with disability, mental health needs, and those seeking asylum. Baptcare's vision of partnering for fullness of life sits at the heart of everything they do and we wish them a very happy 75th anniversary.



Delivering the NDIS: Views Sought on NDIS Workforce Plan

NDIS service providers, peak bodies representing people with disability and other industry groups are encouraged to contribute to the development of a national plan to build a capable and sustainable workforce needed to support NDIS participants. Service providers from similar sectors, such as aged care and health care, are also invited to participate. The consultation will commence with an online [survey](#), and focus on interrelated goals for the NDIS workforce: attracting workers, retaining workers, maximising the use of workers and lifting quality and capability. The [survey](#) is open now and closes on Friday 27 March 2020. [Read more](#)



Contingency Planning: the importance of a 'Plan B'

Lack of contingency planning can mean exposing your organisation to unnecessary risks. With the current spread of COVID-19, it is a good reminder to have a risk management plan in place - and if you do have one, to review it. The ACSA Quality Portal has a number of resources that can help organisations to identify risks and develop plans to handle unexpected changes. These resources will help organisations to identify the most crucial aspects of their business's operations, and develop a recovery plan or alternative strategies for continuing operations.

[Learn more](#)

Call for Sponsors and Exhibitors
NOW OPEN

ACSA National Summit
Aged & Community Services Australia
Gold Coast Convention Centre
14 - 16 September 2020
www.acsasummit.com.au

2020 Vision: A New Age for Aged Care

Aged & Community Services Australia are pleased to invite you to participate as either a Sponsor or Exhibitor at the 2020 ACSA National Summit being held at the Gold Coast Convention Centre from 14–16 September 2020. The ACSA National Summit is a premier annual event bringing thought leaders together to discuss hot topics and issues facing the sector and to workshop and uncover solutions to some of the industry's biggest challenges. The event is designed to redefine the experience of ageing in our communities, questioning everything regarding delivery of services, community integration and what else is possible. The sector has matured and is ready to work on a new image and pathway for aged care.

It is expected that the 2020 National Summit will attract more than 800 delegates from across the health care sector. Find out more at acsasummit.com.au



Growing a Quality Workforce

In order to grow a quality workforce, it is vital that we attract and identify people who are the 'right-fit' for the sector and who also determine that the sector is the 'right-fit' for them. Around 300 people attended ACSA's Employment Information Sessions held recently in Queensland and Tasmania, providing them with the opportunity to find out more about a career in the Aged Care Services Sector. The Employment Information Sessions focus on providing potential employees with the information required to make an informed decision on whether they are 'right fit' for the sector and if the sector is 'right fit' for them. [Read more](#)

Looking for answers from older Australians

Navigating entry into an aged care home can be complicated, daunting and stressful for older Australians and their carers. Often people make financial decisions without fully understanding their choices, not realising the wrong decision can lead to higher costs, reduced wealth and less access to extra care services. Macquarie University is undertaking a major study to understand the financial decision-making process better, intending to design tools to help Australians make better decisions. [Read more](#) or [view the survey](#)

Are you prepared for Accreditation or a Quality Audit? Strengthening governance and building confidence

ACSA Consultancy offers **quality standards reviews** for both residential and home care services, to assist members in assessing their progress in achieving the requirements of the quality standards. The reviews focus on:

- **Identifying** gaps in meeting the quality standards;
- **Prioritising** actions through risk rating;
- Building organisational **capability** with recommendations to strengthen governance frameworks, systems and leadership; and
- Building **confidence** with a mentoring approach and transfer of knowledge.

ACSA Consultancy offer a discounted rate for ACSA members. [Learn more](#)

Welcome to new ACSA partner: Person Centred Software



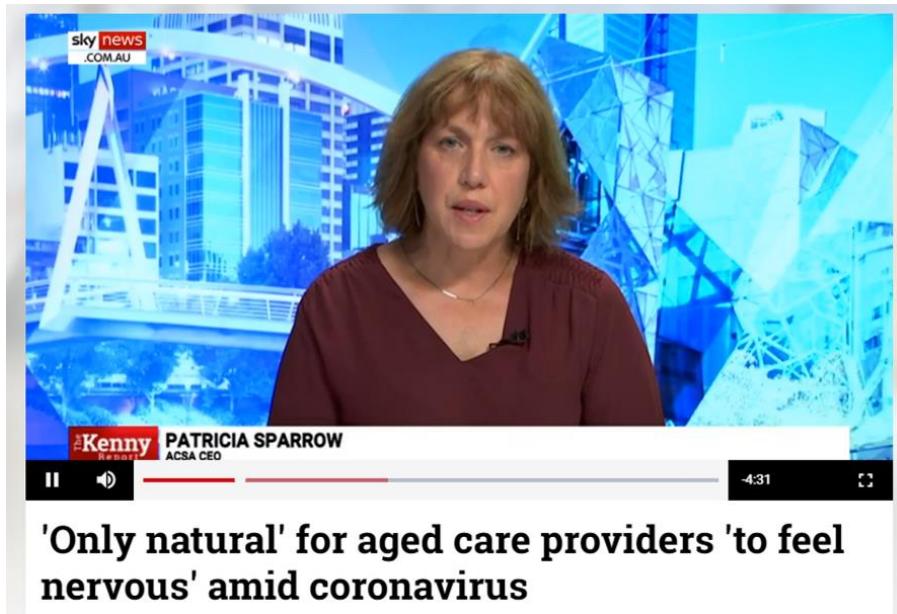
Person Centred Software offers an intuitive, complete care management solution that puts care firmly back into carers' hands. It's called Mobile Care Monitoring (MCM), and it allows carers and managers to view, evidence and manage care in real time. [Learn more](#)



AVSA Media Alerts

ACSA's recent media activity

- 12 March: [Preparing for COVID-19 in the home care sector](#), Australian Ageing Agenda
- 11 March: [\\$101m puts staff to work on aged-care emergencies](#), The Australian
- 9 March: ['Only natural' for aged care providers 'to feel nervous' amid coronavirus](#), Sky News



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 acscsacommunications@acsasn.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 Events, Training & Development

ACSA Events, Training & Development
upcoming events, training and professional development opportunities



ACSA Event



ACSA Training and Professional Development



18 - 25 March: [Next Level: the time for average is over](#) (SA)



20 March - 29 July: [Being Curious](#) (SA)



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](#)



1 April: [Beyond The Standards](#) (SA)



2 April: [Better Relationships - Greater Understanding](#) (SA)



15 April: [Working in People's Homes](#) (SA)



30 April: [Maintaining Professional Boundaries](#) (WA)



20 May - 4 June: [ACFI in Practice](#) (NSW, TAS, VIC)



18 - 28 May: [ACSA Quality Care Symposiums](#) (NSW, SA, TAS, WA)



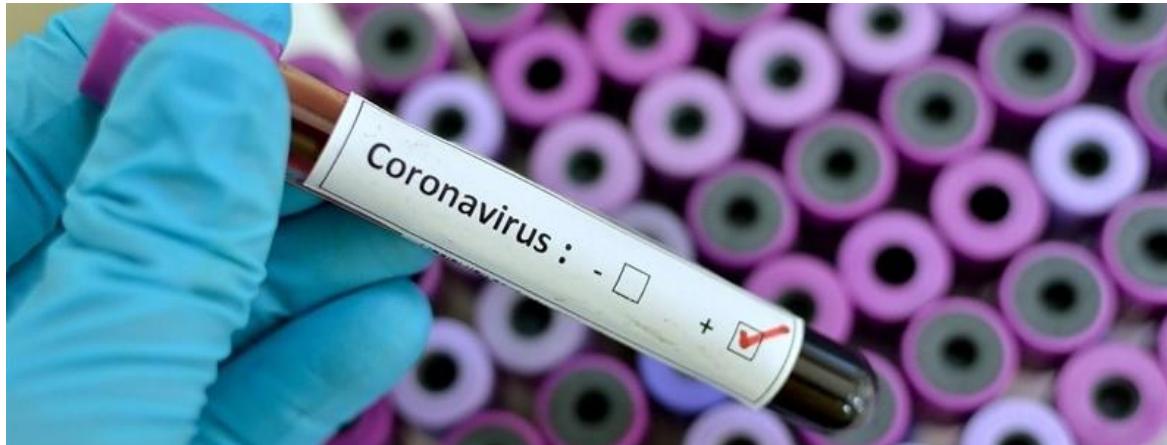
8 - 31 July: [Save the date! ACSA Aged Care Awards](#) (National)

[See all ACSA events](#)

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

Other Events

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



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](#)



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

dementia australia

Dementia Australia
National Symposium 2020

Dementia care is quality care

Book by
February 10
to save!

FEB
10

click to register now!

dementia2020.org.au

24th March 2020 | 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

dementia australia

Dawn Brooker
masterclass tour

proudly supported by

DS Dementia Support Australia

HammondCare

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

ACSA Publications, reports & resources
relevant resources, grants and research in the aged care sector

Department of Health:

- Palliative Care Prognostic Tools Survey. [Read more](#)
- Coronavirus (COVID-19) health package announced. [Read more](#)

ACSA Political Alerts
the latest federal alerts and notifications

Deeming rate cut to boost payments for 900,000 Australians

About 900,000 Australians will see an increase to their fortnightly social security payments following the Morrison Government's decision to reduce deeming rates in response to changing economic conditions. Minister for Families and Social Services Anne Ruston said this was an important change for the 565,000 Age Pensioners and 323,000 other payment recipients with financial assets who were affected by deeming rates. [Read more](#)

Delivering the NDIS: Views Sought on NDIS Workforce Plan

Minister for the National Disability Insurance Scheme (NDIS) Stuart Robert today encouraged organisations across the disability sector to contribute to the development of a national plan to build a capable and sustainable workforce needed to support NDIS participants. The Commonwealth Government is working with states and territories to develop the NDIS Workforce Plan and has now sought views from across the community. [Read more](#)

Please see top of page for coronavirus updates and alerts



NESST



Community Care Review



A special announcement on behalf of our valued sponsors

Medication Management in Home Care Webinar





MEDICATION MANAGEMENT IN HOMECARE

Webinar Date and Time

Tuesday 31 March 2020

1:00 pm – 2:30 pm AEDT

[BOOK TICKETS HERE ! →](#)

Is there confusion within your team about what is medication administration and what is prompting?

Do you have a clear training plan and competency testing methodology?

At Lorraine Poulos and Associates we are asked on a regular basis to assist providers to navigate this maze.

We are pleased to announce that we have done most of the hard work for you! Our special Medication Management Webinar will provide you with information and guidance about the principles for medication management in the community and will include Craig Harris from Webstercare who is an expert in Medication Management in Aged Care. We will provide an overview about what is contemporary practice in medication management in the home.

The webinar will include tips and information about:

1. How to implement an effective training and competency program for medication management
2. Some of the common misconceptions about medication administration and management
3. The legislation which supports safe medication management

All attendees will receive a community resource package from Webstercare containing the following:

1. Webster-pak 28 sample plus example medication signing sheets
2. Pil-bob
3. Fridge Magnet



4. Info Kit including Carers brochure, Guide to your Webster-pak brochure, Pil-bob brochure, Steps for Safe Medication Administration, Patient Instructions, Multi-lingual brochure, Training Resources Request Form

Contact: admin@lorraineoulos.com.au or 02 9337 2337



[View this email in your browser](#)

ACSA Member Update | 13 March 2020

ACSA Member Update

The latest updates on coronavirus (COVID-19)

This Member Update on coronavirus (COVID-19) provides details on the following:

1. [A summary of today's in-home aged and community care COVID-19 preparedness webinar;](#)
2. [National guidelines for COVID-19 outbreaks in residential care facilities;](#)
3. [Letter from the Chief Medical Officer to aged care providers; and](#)
4. [Advice against non-essential public gatherings and overseas travel.](#)



In Home Aged and Community Care COVID-19 Preparedness Webinar

ACSA CEO Pat Sparrow participated in the Department of Health In Home Aged and Community Care COVID-19 Preparedness Webinar this afternoon, Friday 13 March.

The Webinar was hosted by the Minister for Senior Australians and Aged Care, Senator the Hon Richard Colbeck and a panel of experts comprised of Commissioner Ms Janet Anderson PSM, Australian Aged Care Quality and Safety Commission; Dr Jenny Firman, Chief Health Officer, Department of Veterans' Affairs; Mr Michael Lye, Deputy Secretary Ageing and Aged Care; Dr James Branley, Head of Infectious Diseases, Nepean Hospital; and, Professor Chris Poulos, Head of Research and Aged Care Clinical Services, HammondCare made presentations and answered questions. The purpose of the Webinar was to discuss COVID-19 preparedness with home care providers, Community Home Support Programme (CHSP) Providers and the assessment workforce.

Presenters recognised that home and community care supported a substantial number of consumers, across geographically dispersed areas, with a range of needs, levels of dependence and diversity.

Discussions included:

- Update on the Australian Government's response to COVID-19.
- Epidemic planning for the home care environment.
- Health Plan to fight COVID-19.

The discussion highlighted that:

- Consider phoning consumer beforehand to check if person has symptoms and, if so, staff should put on PPE until results of a test are known. If staff arrive at a client's house and they are unwell, put a mask on the client and get into PPE - need approximately 15 minutes close face to face contact to get the virus.

- Providers should know needs of individual consumers, potential risks and impact on individual consumers if there is no access to their care and support. Intent is to maintain continuity of service.
- Providers to have a COVID-19 response plan that responds to escalating risk and includes clear messaging for staff, consumers and families.
- The government is currently developing a distribution method to get PPE out efficiently. Providers are to use their current stocks and to contact the Department when these are getting low and specifically if they are facing an outbreak or working with clients who have a positive diagnosis.
- If some CHSP services are unable to be provided due to COVID-19, CHSP providers are reminded of the 20% Flexibility provision to move funding between service types and the Department is considering increasing this.
- Department of Health Coronavirus [website](#) will continue to be updated. There is a Residential Care fact sheet and one will be developed for home care.

It's clear that there is a lot more discussion and consideration of home care requirements that needs to occur and ACSA will be working with the health authorities to highlight and work through that.

Thanks to ACSA's Home & Community Committee members for their quick response to our request for questions, issues and concerns.

A recording of the webinar will be available on the Department of Health's website on Monday 16 March.

National Guidelines for COVID-19 Outbreaks in Residential Care Facilities

The Communicable Diseases Network of Australia (CDNA) have released [National Guidelines](#) for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia.

The Guidelines are a valuable resource for the residential aged care sector and includes but is not limited to:



- Planning, preparedness and prevention;
 - Workforce Management;
 - Case identification and outbreak management;
 - Visitors and communal activities; and
 - Infection control – transmission precautions – use of personal protective equipment.

ACSA encourages residential aged care members to download the resource and use it to guide your service provision and business decisions for the prevention and management of COVID-19 outbreaks.

The CDNA indicated that they will prepare a home care fact sheet over the coming days.

[Download the COVID-19 guidelines for residential care facilities](#)

Letter from the Chief Medical Officer to aged care providers

The Department of Health has today distributed a letter from the Chief Medical Officer to all aged care providers about the coronavirus (COVID-19) outbreak. It outlines the Australian Government's current and future support for the central role aged care providers play in our national response.

[Download the 13 March Letter from the Chief Medical Officer](#)

Advice against non-essential public gatherings and overseas travel

There is now public advice against holding non-essential, organised public gatherings of more than 500 people from Monday 16 March 2020. Essential services such as schools, workplaces, hospitals, public transportation, domestic travel and universities as well as public transient places such as shopping centres will not be impacted.

The Government has also upgraded their [Smartraveller](#) travel advice for all Australians travelling overseas to level 3: 'reconsider your need for overseas travel at this time.'



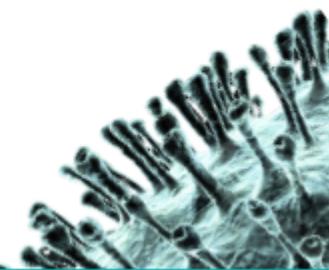
[Download the joint Media Release](#)

[View this email in your browser](#)

ACSA Member Update | 17 March 2020



Coronavirus (COVID-19)



Important Information on COVID-19

This Member Update on coronavirus (COVID-19) provides details on the following:

1. [Information and Departmental Liaison](#);
2. [Residential Care Visitation](#); and
3. [Streamlining ACSA Information](#).

Information and Departmental Liaison

ACSA participated in a meeting with the Department and other peak bodies yesterday to discuss ongoing arrangements for collaboration and working arrangements for COVID-19 and aged care. There will now be regular meetings with the Department to be able to talk about the many issues you are raising - including access to PPE and some of the impacts as the virus impacts worsen such as increased vacancies, a run on RAD refunds, payments for casual staff – giving us the opportunity to have a more timely flow of information with some more concrete answers to the issues.

The next meeting will be held on Wednesday and focus on home care, which much more work is needed on to ensure that there is understanding of, and solutions for, the different challenges faced in delivering these services.

Residential Care Visitation

The [CDNA National Guidelines](#) released on 13 March recommended restricting visitation. Page 22 of the guidelines recommends the following actions:

- Suspend all group activities, particularly those that involve visitors (e.g. musicians).
- Postpone visits from non-essential external providers (e.g. Hairdressers and allied health professionals).
- Inform regular visitors and families of residents of the COVID-19 outbreak, and request that they only undertake essential visits. Young children should not visit the facility as they are generally unable to comply with standard precautions and PPE requirements.
- Ensure visitors who do attend the RCF to visit an ill resident are recorded on a register of visitors and comply with the following guidance:
 - Report to the reception desk on arrival;
 - Visit only the ill resident;
 - Wear PPE as directed by staff;
 - Enter and leave the facility directly without spending time in communal areas; and
 - Perform hand hygiene before entering and after leaving the resident's room and the RCF.

We know many of you are already doing this, and more, to protect residents and staff.

National Cabinet will be meeting late Tuesday and we suspect more advice on this immediately following the meeting or on Wednesday morning. ACSA has highlighted the need



to balance protection of residents with the need to keep them socially engaged and spiritually supported. We drew particular attention to supporting end-of-life visitation.

We also highlighted that if they impose these types of restrictions in residential care, that they need to be ready to advise on group community activities as well.

Streamlining ACSA Information

We know many of you are being swamped with advice and offers. Please refer to our new [coronavirus emergency planning webpage](#) where we will have streamlined information and links for you to find what you need. Acknowledging that the single source of truth will continue to be Government and the CMO we will be limiting our updates to information that is not available elsewhere.

[Click here to view ACSA's Coronavirus Emergency Planning Website](#)

We will keep you as up to date as possible. Please continue to send us your issues and we will continue to work to get you the information you need. It's such a strange and difficult time – we know you are feeling it and just how stretched you all are as we work to ensure safety and security for residents, clients and staff.

Please stay well and look after yourselves.



NESST





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ACSA Royal Commission Update 17 March 2020

ACSA Member Update

Royal Commission into Aged Care Quality and Safety

ACSA'S MEMBER EXCLUSIVE ONLINE PORTAL



Royal Commission Update, 41st Edition Adelaide Workshop 2

The Royal Commission held a two-day workshop in Adelaide yesterday and today, enquiring into innovation and technology in the aged care sector.

Expert and direct witnesses provided testimony about the importance of technology and innovation to the industry's future, as well as the significant hurdles faced by aged care providers in adopting new technology and harnessing innovative approaches.

[Click here to download ACSA's overview of Adelaide Workshop 2](#)

The key topics explored were:

- **Funding constraints have significantly limited investment in technology and innovation.**
 - Witnesses highlighted how funding constraints have led to viability concerns for many aged care providers, most of whom do not have the capacity to expend any operating revenue on long-term investments in technology or innovation.
- **The need for additional funding sources to support provider investment in technology and innovation.**
 - Without specific funding, most aged care providers will find it difficult to find the time or resources to commit to the adoption of new technology or other innovations.
- **Cases for and against a new aged care quality standard focussed on technology.**
 - Panellists offered qualified support for the idea of a new quality standard based around a provider's adoption of technology to support the delivery of quality care. Some agreed it would encourage greater focus on technology, but also warned that without corresponding additional funding, it could prove very difficult for providers to achieve compliance.
- **The potential of technology platforms in use by providers to help improve the quality of life of older people.**
 - Clients of Feros Care and ECH Inc gave testimony about how innovative technology platforms helped to improve safety and wellbeing, as well as combat loneliness and isolation, in Home Care Package recipients.
- **The introduction of a mandatory minimum data set that providers would be required to collect and make publicly available.**
 - Witnesses were broadly supportive of this idea, but highlighted the need for investment by the Commonwealth in establishing the data set and supporting the capacity of providers to collect this data.
- **Innovative approaches to improving the training of aged care workers.**
 - Helping Hand in South Australia provided a case study in how investment in student placement programs can help improve the quality of care delivered to

aged care residents by improving the training received by students training in aged care or other allied and health fields.

- **The concept of a ‘teaching aged care facility’ as a centre of excellence, similar to how ‘teaching hospitals’ work.**
 - Professor James Vickers and Professor Andrew Robinson of the Wicking Dementia Research Centre in developing teaching in aged care projects that conceive of some aged care facilities along the same lines of a ‘teaching hospital’ to create a ‘virtuous circle’ for learning and care.
 - The Professors pointed to the need for Commonwealth funding to facilitate this, as well as the development of enhanced leadership capacity within the sector.
- **The establishment of a dedicated Centre for Innovation and Ageing, funded by the Commonwealth.**
 - Counsel Assisting put this proposition to a panel of experts in the health and medical research field, who offered broad support for the idea of improved funding to encourage greater research, technological innovation and commercialisation in the sector.
 - The panellists proposed a variety of different approaches to the commissioning of such an organisation, with some arguing it could be one through existing organisations such as the National Ageing Research Institute (NARI) or the National Health and Medical Research Council (NHMRC).

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

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.

Upcoming Hearings



- Adelaide Hearing 5: 30 March -1 April 2020, will inquire into how mental health, oral health and allied health care could be improved for people accessing aged care services. [Learn more](#)

Please note, as of March 2020, the Royal Commission has taken the precautionary step of not permitting the public to attend hearings and workshops until further notice due to the risk to public health from COVID-19. To follow upcoming hearings, members of the public are encouraged to [watch the live webcast. Read more](#)

Missed a Royal Commission Update?
CATCH UP HERE

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2020
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OPEN



COVID-19 aged care preparation for home environments – Webinar

Good afternoon,



Friday's webinar is available on the Department of Health's website. It's recommended that you and your staff watch it together.

[WEBINAR LINK](#)

The webinar addressed the role and capacity of home care providers, Community Home Support Program (CHSP) providers and the assessment workforce (RAS & ACAT) as part of the national response to COVID-19.

It was hosted by the Minister for Senior Australians and Aged Care Senator the Hon Richard Colbeck.

It brought together the following experts:

- Commissioner Ms Janet Anderson PSM - Australian Aged Care Quality and Safety Commission
- Dr Jenny Firman, Chief Health Officer - Department of Veterans' Affairs
- Mr Michael Lye - Deputy Secretary Ageing and Aged Care, Department of Health
- Commander Chloe Ryan RAN, Senior Clinical Advisor - Directorate of Navy Health
- Dr James Branley - Head of Infectious Diseases, Nepean Hospital
- Professor Chris Poulos - Head of Research and Aged Care Clinical Services, HammondCare
- Mr Nick Morgan - Assistant Secretary, Home Support and Assessment Branch, Department of Health

Coronavirus Health Information Line

Call this line if you are feeling unwell or seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week.

1800 020 080

Australian Government Department of Health, information and resources: [Stay up to date with the latest information about the spread of COVID-19 and the steps being taken to slow the spread.](#)

NSW Ministry of Health, information and resources: [Information Page](#)

Kind regards

DSS Health Grants Team

Community Grants Hub



NCOSS eNews with the latest from the community sector

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A MESSAGE FROM NCOSS CEO

Dear All,

We know that many in the sector are feeling anxious about the developing coronavirus situation, and how it will impact your staff, services, clients and funding deliverables. We have been speaking with the Department of Communities and Justice and NSW Health, who have given assurances that funding will not be impacted if you need to temporarily suspend some elements of your contracted services. Make sure to discuss any impacts to service delivery with your contract manager. We are also pressing DCJ and NSW Health to urgently develop more comprehensive, tailored and up-to-date advice for specific programs and service types. In the interim, we have compiled a [COVID-19 Community Sector Resource](#) to provide you with the latest information and help you plan for service continuity, support clients in different ways and protect your staff. We will update the resource regularly as more information specific to community services in NSW becomes available. If you have any information that you think would be useful to add or questions that need answering, please [let us know](#).

We also realise that, just as small business is receiving assistance to get through the crisis, so too does the community services sector urgently need a financial package to enable the provision of timely support and essential services to people most at risk. We have written to the Premier, Treasurer and Minister Ward outlining



the measures required to protect those who may have a pre-existing health condition or other complex needs that make them vulnerable to coronavirus - in particular people who are homeless, experiencing rental stress or living in residential care settings. We have highlighted the challenges services face and the extra measures required to respond proportionately. You can see the joint NCOSS/Homelessness NSW media release [here](#).

Last week I attended a bushfire recovery meeting at Shoalhaven Council and visited services on the south coast. It gave me first-hand understanding of the devastation wreaked on communities and the long road to recovery. It highlighted the great work being done by local organisations and councils to respond to increasing demand but how this is taking its toll on staff, many of whom are running on empty. Our updated poverty maps - undertaken in conjunction with NATSEM - were released last week and, by overlaying bushfire information, show us that those areas hardest hit by the bushfires were already doing it tough. Over the weeks and months ahead, we will be working hard to ensure that the needs of vulnerable people, and the services supporting them, get the attention they require and don't get lost in the prevailing fear and uncertainty. Read more below.

- Joanna Quilty, NCOSS CEO

NCOSS News



Mapping Economic Disadvantage in Fire Affected Communities

This report profiles five areas impacted by the 2019-20 bushfires and identified as having high levels of disadvantage, read the report [here](#). Many more communities have been impacted by the bushfires than those profiled in this report. Detailed information, identifying poverty rates by location and for different demographic groups, for bushfire impacted areas across the state can be accessed via updated [NATSEM/NCOSS interactive maps](#).



Health Impacts of Exposure to Poor Levels of Air Quality Resulting from Bushfires and Drought

NCOSS has made a submission to the NSW Parliament inquiry into the [health impacts of exposure to poor levels of air quality resulting from bushfires and drought](#). We responded to the inquiry's Terms of Reference regarding the impact on the health and wellbeing of particular at-risk groups and highlighted the heightened need to provide for these groups during disaster events. This includes people who were already living with limited resources and unable to seek shelter from hazardous air quality and other environmental conditions due to the 2019-20 bushfires.



Child Family Community Australia

Child Family Community Australia - Publication: Client violence towards workers in the child, family and community welfare sector – This paper, written by CFCA Senior Research Officers Nicole Paterson and Karen Broadley, explores the prevalence of client violence towards workers and highlights the impact of violence on workers both personally and professionally. It outlines strategies for improving responses to client violence towards workers, including practical responses that can be implemented at an organisational, educational and policy level. [Access the full paper via the CFCA website](#).



FACS: NSW Disability Inclusion Act

This is your chance to shape NSW disability laws with only two weeks left (30 March 2020) - [have your say on the NSW Disability Inclusion Act](#). We want to make sure the Act continues to reflect the diverse views and experiences of people across NSW. The Disability Inclusion Act covers many important areas including people's rights and disability inclusion planning.

NCOSS Training & Events

Many dates are subject to change or cancellation

6
MAY

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

12
MAY

['Better Workers Ask Better Questions' Workshop](#)

4
JUN

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

5
JUN

[Stress Management Course](#)

18
JUN

[Employment Law for Not-for-Profit Organisations](#)

[View all Training & Events](#)

NCOSS IS FOR EVERYONE! JOIN TODAY.



Latest Community Jobs

- [Program Manager - Dual Diagnosis - Weave Youth and Community Services](#)
- [Casual Residential Disability Support Partner - CatholicCare](#)
- [Manager Pastoral Support and Education \(Chaplain\) - Anglican Church](#)
- [Programs Lead - Weave Youth and Community Services](#)
- [Intensive Therapeutic Care \(ITC\) Case Manager - Anglicare NSW](#)

[View all Jobs](#)

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



[Subscribe to NCOSS Community Jobs Alerts](#)



Sector Professional Development

Facebook Masterclass: Beyond the Basics - Mar-Apr 2020, Online



Connecting Up
Facebook Masterclass: Beyond the Basics
Tuesdays, 24 March-14 April 2020, 11.00am-12.30pm
Online

[Read More](#)

Your Charity Health Check - 25 Mar 2020, Online



Australian Charities & Not-for-profits Commission (ACNC)
Your Charity Health Check
25 March 2020, 12.00pm-1.00pm
Online

[Read More](#)

Getting Started with SEO: Search Engine Optimisation - 26 Mar 2020, Online



Connecting Up
Getting Started with SEO: Search Engine Optimisation
26 March 2020, 11.00am-12.00pm
Online

[Read More](#)

Meaningful Meetings: How to Make Meetings Matter - 1 Apr 2020, Sydney



The Centre for Volunteering
Meaningful Meetings: How to Make Meetings Matter
1 April 2020, 9.15am-1.00pm
Level 3, 40 Gloucester St, The Rocks

[Read More](#)

Advanced Financial Reporting for Charities - 22 Apr 2020, Online



Australian Charities & Not-for-profits Commission (ACNC)
Advanced Financial Reporting for Charities
22 April 2020, 12.00pm-1.00pm
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](#)

The Honda Foundation Grants & Vehicle Loans Round 2 2020



The Honda Foundation has two different grant streams, one for monetary funding requests, the other for Honda Hero Loan Vehicle. The Foundation provides assistance to charities and organisations across a range of social and environmental issues, including supporting the disadvantaged,

[Read More](#)



NESST



2021 Fulbright Professional Scholarship in Non-Profit Leadership



The Fulbright Professional Scholarship in Non-Profit Leadership provides a once-in-a-lifetime opportunity for an emerging leader in the charitable not-for-profit sector to undertake a program of research and/or professional development in the United States for a period of 3-4 months.

[Read More](#)

If Governments Want to Maintain Employment - Do Not Cut Funding to Charities



The Community Council for Australia (CCA) has called on all Australian governments to look beyond short-term business stimulus and ensure the biggest industry employer in Australia, the charities sector, can maintain their staff through this period of economic uncertainty.

[Read More](#)

Charities Welcome Government Response to ACNC Review - but not all Government Members got the Memo



The Community Council for Australia (CCA) has welcomed the government response to the review of the charity regulator – the Australian Charities and Not-for-profit Commission. CCA Chair Tim Costello said, 'We are pleased to see the government acknowledge the vital role played by charities

[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](#).

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.



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Latest News



[Home care providers promised COVID-19 rapid response teams](#)

Rapid response teams will provide coronavirus support to home care providers, the government says.



[Disability sector fears being left out of COVID19 response](#)

There are concerns the disability sector is being left behind in the national coronavirus response but the government says it will meet stakeholders in coming days.



[Enhancing home care services through technology](#)

The aged care royal commission has heard how two home care providers are using technology to support clients, improve quality of life and increase peace of mind for family members.



[Snail farm helps people with dementia](#)

Snail farming is providing a unique new way for carers to interact with people with dementia.



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.



Home Care Seminar- Operational and Financial Sustainability - Melbourne

Apr 29 - Apr 28

Is your Home Care Service ready for the changes to funding which will commence in June this year?

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

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.

Home Care Seminar- Operational and Financial Sustainability - Sydney

Apr 23 - Apr 22

Is your Home Care Service ready for the changes to funding which will commence in June this year?