



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/>

Glen Innes Frontline Training – 6 March 2020

This training will cover:

- Recap what are wellness, reablement and restorative care models
- How do we put wellness and reablement into practice?
- Considerations for continuous care

To register please use this link: <https://www.stickytickets.com.au/E06RS>

Time: 10:00 am to 12:00 noon.

Accidental Counselling Training Tamworth – 12 March 2020

Mental Health First Aid Training with David Maddigan including a practical workshop with Cecily Tonkin.

To register please use this link: <https://www.stickytickets.com.au/9SH4B>

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>



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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Letter from the Chief Medical Officer regarding Coronavirus (COVID-19)

Please find attached a [letter](#) from the Department of Health's Chief Medical Officer to Residential Aged Care Providers regarding the Coronavirus (COVID-19).

The letter addresses the importance of infection control and health emergency planning in residential care. Providers are encouraged to consider and share the letter with your services.

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

Chief Medical Officer
Department of Health

CHSPprogram@health.gov.au



Community Care Review

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Having trouble reading this email, [click here](#) | [Send this email to a friend](#)



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AUSTRALIAN HEALTHCARE WEEK EXPO

25 - 26 March 2020 | ICC Sydney

REGISTER FOR FREE PASS

Latest News





RC hears health professionals have turned their back on disability

The NDIS model is exacerbating the disconnect between the health and disability systems, the royal commission has heard.



Treat clients like individuals, not tasks, researchers say

New research has highlighted the importance of home care workers treating clients like individuals rather than a “task” and calls for greater recognition of diversity principles.



Provider looks to roll out 1500 SDA homes across Australia

Disability housing provider Casa Capace has opened a pilot smart home in Sydney’s west.

The poster features a photograph of Dawn Brooker, a woman with glasses and a colorful necklace, smiling. The text on the poster includes the Dementia Australia logo, the title "Dawn Brooker masterclass", and a list of dates for the masterclass in Sydney (25 March 2020), Brisbane (26 March 2020), Melbourne (30 March 2020), Adelaide (31 March 2020), and Perth (1 April 2020). It also mentions "proudly supported by DS Dementia Support Australia" and "Hammond Care". At the bottom, it says "dementia2020.org.au/masterclass" and "Limited spots available Book Now!".



Home modification overlooked despite desire to stay put

Many older Australians may be forced into care because they haven't given thought to modifying their homes, according to the authors of a report.

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.



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

Mar 3 - Mar 4

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



[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

[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.
155 | 27 February 2020**

[View this email in your browser](#)



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



Home Care Bill Introduced

Today the [Aged Care Legislation Amendment](#) (Improved Home Care Payment Administration No1) Bill 2020 was [introduced](#) into the House of Representatives. As you know this Bill, once adopted will move the current system for payments in advance to payment in arrears.

ACSA is monitoring the passage of the Bill. We have also been raising the issue of the start date, given the transition work required including the need for new software to support the change. Interestingly a specific start date has not been included and is to be a day to be fixed by Proclamation (or six months after the date of Royal Assent).

We will keep you apprised of the passage and important dates for this legislation when we know more.

We have contacted the Department of Health seeking more information about the start date and will continue to raise the need for transitional financial support.

The Government has also not responded to the recommendation from the Aged Care Financing Authority that transitional financial support should be available for providers in thin and difficult markets, such as regional and remote areas, or those providing specialised services to vulnerable consumers.

This week we've been talking about the state of the (aged care) nation at our Finance Symposiums in Melbourne and Tasmania, and also at the first of our webinars on what the future of aged care looks like. The feedback through the webinar was excellent and it would be great for as many of you as possible to join in on Friday 6 March and make sure ACSA understands and hears your views. [Register here](#)



Regards,
Pat Sparrow
ACSA CEO



Coronavirus and 2020 influenza season: Letter from the Chief Medical Officer

On Wednesday 26 February, the Chief Medical Officer [wrote](#) to residential aged care providers addressing the importance of infection control and health emergency planning in residential aged care. While the number of cases of coronavirus (COVID-19) is currently small in Australia,



it is possible this could change and residential aged care providers need to plan and be prepared for this. [Read more](#)

Medicine safety: aged care - Pharmaceutical Society of Australia report

On Wednesday 26 February, the Pharmaceutical Society of Australia released its report *Medicine safety: Aged Care*. The report notes the significant benefits for older people with multiple conditions to take medicines; but older people may be taking medicines that either do not help their condition, are not needed or cause unwanted side effects which can increase the risk of harm. The Report makes 10 recommendations. ACSA is broadly supportive of the recommendations contained within the report. [Read more](#)

Future of the aged care workforce - have your say

A report on the findings of the workforce hearings by the Royal Commission into Aged Care Quality and Safety held in Adelaide on 21st February 2020 has now been released, [see here](#). Counsel Assisting Peter Rozen provided an overview of a series of 'submissions' the Counsel Assisting team will make to the Commissioners for their consideration, and which act as a preview of the recommendations likely to be made in the Royal Commission's final report.

ACSA is requesting member feedback to the seven key submissions by close of business Wednesday, 4th March. [Read more](#)

ACSA Webinar series: The future of aged care, Part 2

Our two-part member webinar series on the future direction of aged care is seeking your direct input into ACSA's future reform paper. With great interest and member engagement in Part 1, hosted last Monday, **registrations are now open** for ACSA Webinar: The future of aged care, Part 2. Join us Friday 6 March, 3-4pm (AEDT) as ACSA CEO Pat Sparrow shares more specific content and the proposals for the future of aged care reform paper. [Register now](#)



ACSA State & Territory News



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

[Queensland](#)

[South Australia & Northern Territory](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

Royal Commission nationwide survey of residents

ACSA has previously provided information on [9 January](#) and [16 January](#) to Members about the nationwide survey of residents being conducted by the National Ageing Research Institute (NARI) on behalf of the Royal Commission, in partnership with Ipsos and the Social Policy Research Centre. ACSA is continuing to follow-up with NARI and the Royal Commission as there are concerns about whether residential aged care providers can legally provide the names, bed numbers and contact details of residents without prior consent. [Read more](#)

ACFI In Practice

- 20 March - Brisbane, QLD
- 27 March - Adelaide, S.A
- 20 May - Hobart, TAS
- 22 May - Launceston, TAS
- 4 June - Melbourne, VIC

This course will provide participants with an understanding of the requirements for the assessment and completion of the Aged Care Funding Instrument (ACFI).

agedservicesworkforce.com.au



 **ACSA**
Aged & Community Services Australia

Diverse Population Groups: Australia's ageing LGBTI individuals

Discrimination has health consequences. The prospect of aged care or palliative care can be challenging for many older lesbian, gay, bisexual, transgender and intersex (LGBTI) people who may not feel recognised or supported by wider society. Discrimination experienced by LGBTI people has been proven to lead to poorer health outcomes and avoiding or delaying accessing health care due to fear of prejudice. Organisations can encourage LGBTI friendly environments and foster positive inclusion by implementing various strategies. End of Life Directions for Aged Care ([ELDAC](#)) has specific considerations for organisations, health professionals and care workers when caring for LGBTI older Australians. [Read more](#)

Nutrition and meal experience in aged care

There is an increasing focus on nutrition and meal experience for consumers in aged care – and rightly so. Subjects such as meal time atmosphere; swallowing problems and texture modified diets; malnutrition prevention and treatment; and maximising food enjoyment, have all been raised in the Royal Commission and the new quality standards have increased the focus on choice, risk and quality of life – including nutrition and meal experience. [ACSA Consultancy](#) have identified common themes through work with member support and highlight a number of considerations impacting nutrition and meal experience. [Read more](#)



ACSA FINANCE & AGED CARE SECTOR SYMPOSIUM

SA - February 11th
WA - February 19th
VIC - February 25th

TAS - February 28th
NSW - March 4th
New Date

REGISTER NOW

Together We Can...

ACSA's workforce initiatives have all been developed and implemented by taking the 'together we can' approach. This approach underpins the Workforce Innovation Networks, which are an opportunity to collaboratively identify and develop solutions to regional workforce issues. Currently there are 17 Workforce Innovation Networks across Australia. Participation is voluntary and all service providers are welcome. *Together we can* build the capacity and capability of the Aged Care Services workforce. [Read more](#)

Key spiritual care concepts for professional development launched as e-modules

Meaningful Ageing Australia has recently launched two new online training modules: *Qualities and Values* and *Presence and Listening Skills*. Ilsa Hampton, CEO of Meaningful Ageing Australia asserts everyone has the ability to integrate spiritual care at even the most basic level. "These new resources broaden our reach and enable staff in aged care to complete them when time permits, in pairs or alone, without committing to a complex training program. They highlight that spirituality is more about 'being' than 'doing'." [Learn more](#)

FEATURED: 2020 AGED CARE INSIGHT

Embracing millennials

The increasing demand for aged care services generated by an ageing population is well documented. The need for a growing workforce with the skill and expertise is also well documented. Concurrently the workforce composition is changing as Boomers exit the workforce and Millennials (also called Gen Y) become established in care, support and leadership roles.

The Millennial Generation wants to make a difference. They want to work for companies that have a balance between financial imperatives and supporting the individual and the community.

The Millennial 'wish list' includes a positive workplace culture, opportunities for learning, excelling at their chosen career path, well-being programs and incentives, and workplace flexibility. Autonomy inspires them. They crave knowledge and dislike ambiguity; they like employers to be 'up-front' with them.

Gen Z (those born from the late 1990's onwards) share many of the same expectations and values; so smart companies are embracing and leveraging the strengths Millennials bring to the work place.

The aged care and senior living sector have the opportunity to harness the strengths of these talented people who want to commit to making a difference.

Organisations wanting to look critically at where they are at, build the foundation for the future, understand their appetite for change, analyse where they are at in the market place and create a vision for the future can contact the Ideal Consultancy at hello@theidealgroupp.com.au



ACSA's recent media activity

- 21 February: [Peak body says aged care staff rules are important but even more important is having enough staff](#)
- 25 February: ['Zonked out': fears over too many prescription drugs in aged care, Brisbane Times](#)



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 acsacomunications@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 Events, Training & Development



ACSA Event



ACSA Training and Professional Development



27 February - 3 March: [CEO & Board Members Dinner](#) (TAS, NSW)



28 February - 4 March: [Finance & Aged Care Symposium](#) (TAS, NSW)



4 March: [Right Relationship & Professional Boundaries - CHSP](#) (SA)



6 March: ACSA Member Webinar Series: The future of aged care, Part 2 (Online)

- 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)
- 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 - 4 June: [ACFI in Practice](#) (NSW, QLD, SA, TAS, VIC)
- 25 March: [Managing Difficult Conversations](#) (SA)
- 26 March: [Train the Trainer](#) (SA)
- 26 March: [Nominations Close - ACSA Aged Care Awards](#)
- 8 - 31 July: [Save the date! ACSA Aged Care Awards](#) (National)

[See all ACSA events](#)

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

Other Events

Ageing Asia Super Ageing Europe 2020 | Germany & Amsterdam, 2-6 March



Super Aging Europe
Dementia inclusive, assisted living
& multigenerational housing & care

2 - 6 March 2020

Special rates
for ACSA
Members

[Learn more](#)



Visiting the famous Dementia Village at de Hogeweyk, in Weesp, Amsterdam. This care home is constructed as a self-contained village where individuals diagnosed with later stage dementia can live relatively normal lives. The care home consists of smaller houses with six individuals in each house, a street with a shop, activity centre, theater and a grocery store; the village includes restaurants, a bar, and gardens. Discounts available for ACSA members! [Learn more](#)

Transforming Independence through Innovative Technology | Brisbane, 3-4 March



The internet as we know it is thirty years old. With technological evolution moving this rapidly the question for many is how to ensure our decisions today do not become barriers to agility and change tomorrow. Transforming Independence through Innovative Technology will be as important as business as usual. [Register now](#)

ITAC Executive Data Masterclass

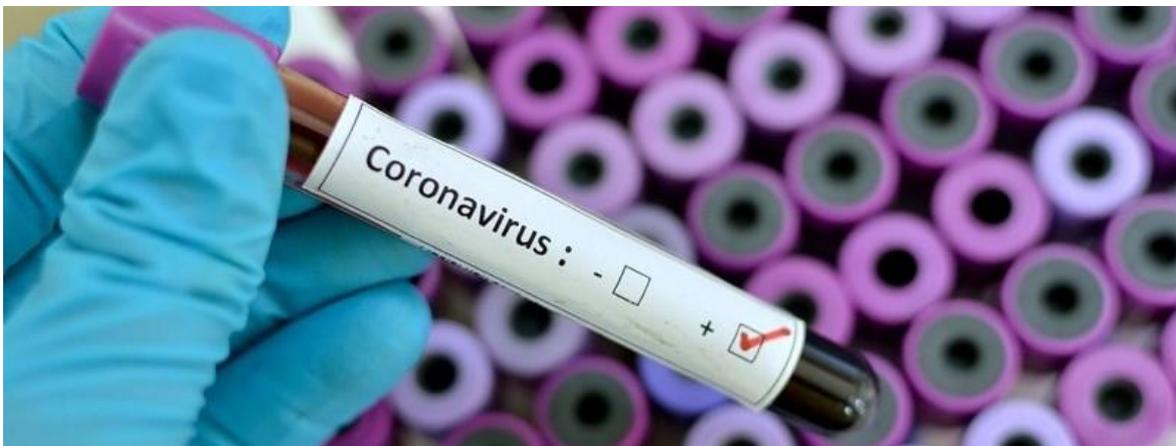
Microsoft have partnered with ITAC, IT Integrity and MOQdigital to educate the care services industry and are facilitating an Executive Data Masterclass on 5 March. Discounts available to ACSA members! [Redeem promotional offer](#)

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



COTA ACSA criterion conferences

National Conference
18th & 19th March 2020, Sydney

5th
Quality in Aged Care

Including Customer Experience in Aged Care Stream

In response to the new standards, recent changes in funding models and the ongoing Royal



Commission, Criterion Conferences in partnership with ACSA and COTA, brings you the 5th Quality in Aged Care Conference. Featuring two in-depth content streams, teams are able to move between Quality and Customer Experience streams to cover topics most relevant to you.

[Register now](#)

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!
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
in partnership with 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



Department of Health:

- Letter from the Chief Medical Officer regarding Coronavirus (COVID-19). [Read more](#)

ACSA Political Alerts



Medicine safety in aged care is a game of Russian roulette

A new report released by the Pharmaceutical Society of Australia (PSA) shows that medicine safety for our older Australians is a game of Russian roulette and our most vulnerable are unnecessarily being put at risk every day. "Our Medicine Safety: Aged Care report sounds an urgent alarm that medicine safety in aged care must be tackled without delay," said PSA National President Associate Professor Chris Freeman. [Read more](#)

Aged care legislation amendment (Improved Home Care Payment Administration No. 1) Bill 2020

Minister for Defence Personnel, Darren Chester, second reading speech introducing the legislation. [Read more](#) or view the [Bill and Explanatory Statement](#)

Morrison government warned that it's 'time to stop kicking the can down the road' on aged care

Shadow Assistant Minister for Aged Care, Ged Kearney, says at the Adelaide hearing of the Royal Commission into Aged Care Quality and Safety, counsel assisting Peter Rozen QC slammed the Morrison Government's inaction in fixing Australia's broken aged care system declaring that it's 'time to stop kicking the can down the road'. Counsel assisting made recommendations for the Commission to consider for its final report on workforce issues including mandated minimum staffing numbers, appropriate skill mix and better pay, training and conditions for the aged care workforce. [Read more](#)



Commonwealth Home Support Programme (CHSP) Futures Conference - Tuesday 10 March 2020 - registrations open!



CHSP Conference
Tuesday 10 March 2020

[View this email in your browser](#)

ACSA Member Update | 2 March 2020

ACSA Member Update

Special Member Update: Government News Alert

There have been a number of significant developments and Department of Health updates for the aged care sector in recent days.

- In relation to the coronavirus, the Australian Government has issued [updated advice for travellers](#) returning from Iran and for health care and residential aged care workers returning from Italy or South Korea.
- The Department of Health has confirmed that [Phase 1 of the home care payments in arrears measure](#) will commence on 1 June 2020.

The Department of Health also [released the business case template for residential aged care providers](#) considering applying for the **Business Improvement Fund** that was announced by the Government on 31 January 2020.

Read on below to find out more.



In last week's [ACSA Weekly](#) we advised that the Government had introduced the [Aged Care Legislation Amendment \(Improved Home Care Payment Administration No. 1\) Bill 2020](#) into the House of Representatives. Once adopted, this will move the current system for payments in advance to payment in arrears.

The Department of Health [advised](#) on Friday 28 February, that phase 1 will commence on **1 June 2020**, meaning that home care providers will receive the final advance payment at the start of May 2020.

There will be no advance payment at the start of June or any later month with full payment of the monthly subsidy instead made after providers lodge their monthly claim.

[Click here to read more](#)

In relation to transition support, ACSA has contacted the Department of Health asking what arrangements will be in place to assist those providers the Aged Care Financing Authority identified as at risk of experiencing financial issues as a result of this change.

ACSA is monitoring the passage of this Bill and will update members when we know more.

Commencement of Business Improvement Fund Application Process

On Friday 28 February, the Department of Health announced the commencement of the first phase of the application process for the business improvement fund, with the release of the business case template which providers will be required to submit as part of their application, along with independent business advice.

The business improvement fund will provide targeted grant-based assistance to providers at greatest risk of service failure, particularly where the impacts on residents would be highest.

[Click here to read more](#)



Detailed grant guidelines and an online application form will be available in coming weeks to further assist providers in finalising their applications.

More [information](#) and the [business case template](#) are available on the Department of Health's website.

Community Care Review



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

A special announcement on behalf of our valued sponsors

Responding to the Royal Commission



Is your organisation prepared for a new era of quality?

The **Quality & Safety in the NDIS** conference is taking place at the Sydney Boulevard Hotel on 17th & 18th June 2020 and has been designed to help you to thrive amidst the high level of scrutiny that the NDIS sector is facing.

Whether it is preparing responses and submissions for ongoing Royal Commission, the rollout of the new NDIS Quality & Safeguarding Standards or even coping with the challenges of increased reporting requirements, this conference will give you strategies to drive continuous and ongoing quality improvement in your organisation.



See Full Program

You'll learn how to drive continuous quality improvement in your organisation, with key takeaways including:

- **How to embed reporting and compliance to deliver high quality care** - Ensure that you organisation's reporting practices are compliant, set yourself up for audit success and ensure that your customers receive the highest quality of care.
- **Best practices to measure and improve quality of life outcomes for customers** - Learn how to set frameworks to ensure that your team know how to measure quality of life, which in turn will enable you to measure the quality of your services.
- **A toolkit to prepare responses to the Royal Commission** - Ensure your organisation is ready to respond and save time, resources and the risk of reputational damage
- **Strategies to transform your organisational culture and enhance the capabilities of your staff** - Ensure that you have buy-in from your staff and that they are upskilled to deliver customer-centred care.

SPECIAL OFFER

Save an extra \$100 with code **CC*CCR**

Save up to \$600 when you book before 27th March 2020!

[View Brochure](#)

[Pricing & Offers](#)

KEY SPEAKERS



Cheryl Barrett

Chief Executive
Officer

**Southern Cross
Support Services**



Peter Stewart

Chief Executive
Officer

Paraquad SA



Mary Burke

Director,
Governance Risk
and Quality

**Uniting NSW &
ACT**



Lorraine Solloum

People,
Performance &
Culture Executive
(CHRO)

Achieve Australia



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ACSA Member Update | 3 March 2020

ACSA Member Update

Clarification of recommendations regarding managing your employees in the context of COVID-19

ACSA is recommending employers seek disclosure from employees, volunteers and consumers regarding any recent travel to China, Iran, Italy or South Korea or contact with a confirmed coronavirus (COVID-19) case.

The following [recommendations](#) have been put forward by ACSA's Employee Relations team regarding managing your employees in the context of COVID-19.

Employees in non-consumer facing roles

If an employee or volunteer has visited China, Iran, Italy or South Korea or had contact with a confirmed coronavirus case and is engaged in a non-consumer facing role and can reasonably and practically perform their work safely at home, we recommend that the employer make the direction for the employee to work from home.

Employees in direct contact with consumers, staff, volunteers, etc.

If an employee has visited China, Iran, Italy or South Korea or had contact with a confirmed coronavirus case and is engaged in care work or other work involving direct contact with consumers or other staff and volunteers etc., the employer may need to direct the worker to stand down from work for a period of 14 days after leaving China, Iran, Italy or South Korea or coming into contact with a confirmed case of coronavirus.



Employees who must self-isolate

In instances where an employee must self-isolate in compliance with the directive from the Department of Health, i.e. should employees meet the relevant criteria re: travel destinations or they have come into contact with a confirmed COVID-19 case, employees must be paid as if the employer had initiated the stand down. That is, the employee must be paid for the shifts they would have otherwise worked during the stand down period. If the employee becomes symptomatic, the employee can access their leave entitlements.

Volunteers

We recommend providers seek disclosure from volunteers regarding recent travel to China, Iran, Italy or South Korea or contact with a confirmed coronavirus case and exclude them from volunteering activities for 14 days after leaving China, Iran, Italy or South Korea or following contact with a confirmed case of coronavirus.

Community and home care workers

We also recommend assessing the risk of exposure of your employees and volunteers to the coronavirus in the community, i.e. community aged care employees visiting consumers in their own homes. As a precautionary and health and safety measure, it would be reasonable for providers to ask questions of consumers regarding any recent visits to China, Iran, Italy or South Korea or contact with a confirmed coronavirus case.

At all times, providers must implement risk assessment and management measures in order to reduce the likelihood of exposure of employees and volunteers to coronavirus.

Please contact the [ACSA Employee Relations](#) team to discuss any aspect of managing your employees: employeerelations@acsa.asn.au or 1300 877 855.

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ACSA Member Update | 4 March 2020



**Financial Transformation
in Aged Care**

CONFERENCE

29th - 30th April 2020 | Novotel Sydney Central

In partnership with

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Financial Transformation in Aged Care

[View the full program](#)

As the Royal Commission looks at how to deliver quality aged care services in a sustainable way, service providers are now left with financial challenges that need to be confronted.

Without clear answers, it is time for you as aged care providers to drive innovation for your business and develop a positive culture of risk to enable your organisation to thrive.

You'll have an opportunity to voice your concerns at the **Financial Transformation in Aged Care conference** from the 29th - 30th April 2020 in Sydney.

What you will walk away with from this event:

- An understanding of the current state of funding and potential opportunities for future sustainability and growth;
- Insights to increase risk appetite - balancing the potential benefits of innovation and threats; and
- Pathways to better invest in staff to deliver high quality services in a time where the sector is under intense scrutiny.



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Community Care Review



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