



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.



## Useful Links:

NESST Webpage – Upcoming Training and other news.

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

National Disability Services.

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

Carers NSW Australia

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

Aged & Community Services Australia

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

NSW Rural Fire Service

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

Live Traffic NSW

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



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## ACSA WEEKLY Issue No. 158

19 March 2020



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



### Fully in the grips of managing COVID-19

What a difference a week makes! While the pressure had been building previously this week feels like we are fully in the grips of managing a pandemic and flattening the curve (language we are all learning in recent days).

Significantly this week Government introduced new best practice guidance on residential care visitation. We are now working through the details with them as while some elements are clear, others are not. We are also aware that numbers of you have gone a step further because you feel residents need more protection and have gone into lockdown. There has been media commentary about families distress at not having, or having limited, access to see their loved ones. I know we all empathise with this and are trying to work with families to support visits, particularly where there are end-of-life care considerations. But I'm increasingly aware of the difficulties members are having with families who are refusing to complete screening, continuing to come in if they are unwell and being abusive towards staff. ACSA is reaching out to consumer representative organisations to see how we might work together to settle this situation.



At this stage there still hasn't been much focus on home care and ACSA is pushing for that to happen ASAP. Government is responsive and we are participating in a discussion tomorrow which we will use to ensure that the in some ways even more challenging issues faced in supporting people in their own homes are fully explored and some guidance provided.

We have logged your issues and are doing our utmost to get you answers. We are working on support and resources for you but are moving to a 'one source of truth' approach for Government information. The department is now producing a daily newsletter and we will refer to that and support you to access rather than cluttering your in box with material that says the same as other sources. We will however do member updates and include information in ACSA Weekly that perhaps isn't covered in those other sources as and when needed.

Again on the basis of that, this ACSA Weekly is briefer than normal but still covers all you need to know. But I had to share the below [video](#) that highlights how and why we are all so proud to be part of aged care. Have a watch as Stephen Judd, CEO of HammondCare highlights the many things staff are doing to protect and care for our residents and clients through this difficult time. Thanks to you and all of the frontline staff for doing what you do. We are here when and as you need us.

Regards,  
Pat Sparrow  
ACSA CEO

## ACSA COVID\_19 Alerts



### ACSA COVID-19 Member Support

ACSA has updated our coronavirus emergency planning webpage to offer a reliable source of information from key authorities. This website will continue to be updated daily to provide accurate and up to date information, resources, and training are available to ensure you are operating from the most current advice on best practice. As always, our Member Support team are also available to assist with any queries or concerns you may have; please email [memberadvice@acsa.asn.au](mailto:memberadvice@acsa.asn.au) or call us on 1300 877 855. [View the website](#)



### **Strengthened guidelines to protect aged care residents**

Aged care facilities around Australia are now required to restrict visitation as the Federal Government continues to combat the spread of coronavirus. Visits should be limited to **two people per resident at one time each day**, restricted to rooms, outdoor or specific areas designated by providers. Children should not visit aged care centres at all. Large group visits or gatherings, including social activities or entertainment should also be ruled out until further notice. [Read more](#)

### **International students ready to fill critical staff shortages in aged care**

Aged care providers will temporarily be able to offer more hours to international students to ensure the care of senior and vulnerable Australians, as part of the campaign to combat the impact of coronavirus. Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs Alan Tudge said international students would help fill critical staff shortages emerging in the sector. "Many international students already work in the aged care sector but are restricted to 40 hours a fortnight. We're relaxing those limits to help fill the temporary staff shortages," Mr Tudge said. [Read more](#)

### **COVID-19 Training Module from the Department of Health**

A Department of Health Infection Control Training Module, How to protect yourself and the people you are caring for from infection with COVID-19 is available online. This training module covers the fundamentals of infection prevention and control (IPC) for COVID-19: what COVID-19 is; signs and symptoms; keeping safe - protecting yourself and others; and myth busting. The module takes about 30 minutes, with a quiz at the end. [Learn more](#)

### **The difference you are making - a message of thanks to aged care staff**

HammondCare CEO, Dr Stephen Judd, has shared with ACSA the message of thanks he sent to his team yesterday. During these times of fear, stress and difficulty, it's important for each and every one of us in the aged care sector to take stock and recognise the incredibly important work that we do and the difference you are making to those in your care. Stephen has agreed to share this video with ACSA's members, and we are grateful to him for so beautifully communicating this vital message to you all. [Watch the video](#)



### **ACSA Webinar: COVID-19 - Lessons from BaptistCare + Crisis Media Management**

How would you cope with a COVID-19 outbreak? BaptistCare NSW & ACT CEO Ross Low has generously agreed to take us through how his organisation handled the recent COVID-19 outbreak at their Dorothy Henderson Lodge facility. We all recognise that sometimes the worst-case scenario happens and you're on the front-page for all the wrong reasons. Peter Stahel, Associate Director from ACSA's media partner Essential Media will provide how-to strategies on managing the media during a crisis to ensure people in our care, families and communities get the information they need. This **free one-hour ACSA Webinar** will be held on **Tuesday 24 March at 11am (AEDT)**. [Register now](#)

### **New resources on aged care COVID-19 preparedness**

The In Home and Community Aged Care COVID-19 Preparedness Webinar, held on Friday 13 March, is now available on demand for viewing. The webinar addressed the role and capacity of home care providers, Community Home Support Programme providers and the assessment workforce as part of the national response to COVID-19. [View the webinar](#)

### **Capacity and needs of people living with dementia a priority for aged and health care**

The needs and capacity of people living with dementia must be a priority in response to the COVID-19 coronavirus outbreak. Hospitals, GP clinics, community health centres, community care and aged care homes are all currently responding to the COVID-19 coronavirus outbreak with various methods of urgent communication to their patients and clients. Maree McCabe, CEO Dementia Australia said people living with dementia, depending on the progression of the disease, may no longer be able to follow the recommended protocols or read signs or emails





17 March: [Protecting Older Australians newsletter](#)

18 March: [Protecting Older Australians newsletter](#)

### State-based updates

For all state-based news, contacts and updates relating to COVID-19, please refer to our Coronavirus > State and Territory Updates webpage, which can be [viewed here](#).

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.



### Aged Care Commission now taking a closer look at compulsory reports

From March 1, 2020 the Commission will be assessing more closely the reportable assault and unexplained absence reports that they receive from providers. The Commission may ask providers for additional evidence of improvements or, in some cases, conduct site visits. For this reason, it is important that your incident management processes are up-to-date. [ACSA's Quality Portal](#) has a number of resources to help you update and improve your compulsory reporting processes, and ensure that you are ready for the expanded risk assessment response. [Read more](#)

### Toolkit Educational Videos from ELDAC

In March ELDAC are promoting the new educational videos developed by the Legal toolkit and Residential Aged Care and Home Care toolkit developers, with support from Altura. Keep an eye on ELDAC's webpage for the release of these videos. ELDAC will also soon launch a new series focusing on the ELDAC Care Model. It will involve the release of new materials, including a poster series, and a





second e-newsletter each month that includes tips for using each segment of the Care Model in practice. [Learn more](#)

## ACSA State & Territory News



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

### Super Guarantee Amnesty - act now before it's too late!

The long-awaited superannuation guarantee amnesty has arrived in the form of the Treasury Laws Amendment (Recovering Unpaid Superannuation) Act 2020 which received Royal Assent on 6 March 2019. The Amnesty Act provides employers with a 6-month long amnesty to disclose historical superannuation guarantee shortfalls, after which a new harsher penalty regime will come into effect. Hall & Willcox Law strongly recommend that employers review their past superannuation guarantee positions to identify any potential exposure that should be disclosed before the Amnesty ends on 7 September 2020. [Read more](#)

### ACSA welcomes new Consultants

ACSA is pleased to announce the addition of three new expert aged care consultants to our team. Based in Victoria (regional and metro areas), we welcome Anna Millicer, Julia Currell and Anna Klis who are experienced across residential and home care, each with strong backgrounds in the aged care industry and equipped to help provide long-term sustainable solutions for your organisation. ACSA Consultancy has strategies in place to minimise infection risk allowing us to continue to deliver on the ground support, or our team are available to



work with you remotely including a free health check conversation for any providers who are concerned with the impact of recent developments. [Learn more](#)

## ACSA Media Alerts



18 March: [Visitor restrictions ramped up for aged care facilities](#), Australian Ageing Agenda

18 March: [Visit restrictions see 'desperate' families pull loved ones out of aged care](#), The Sydney Morning Herald

16 March: [Providers to limit visitations to protect elderly from COVID-19](#), Aged Care Guide

## Join ACSA's social community

Are you following ACSA on our social media channels?



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

## We want to share your stories

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

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

## ACSA Training and Development



## ACSA Events, Training & Development

upcoming events, training and professional development opportunities

### **Update on ACSA's Events, Training and Workforce & Industry Development Activity**

In line with ACSA's role as the peak body for aged care we have reviewed all Events, Training and Workforce and Industry Development activity scheduled for the coming weeks that brings together groups of aged care employees, potential employees and stakeholders and will be either putting activities on indefinite hold or investigating other options including online or other uses of technology. In particular ACSA is looking at the specific options with each of our major events and further details will be communicated in coming days.

ACSA apologises for any inconvenience that our changes to previously planned or communicated activity may cause.

However, we consider taking these precautionary steps is appropriate given the nature of the current situation in the spread of the coronavirus and the work our sector does in caring for vulnerable people.

If you have any concerns or questions, please contact Susan Greenbank, Senior Manager Membership & Partnerships re: our major events on [susan.greenbank@acsa.asn.au](mailto:susan.greenbank@acsa.asn.au) or Lee Veitch, Senior Manager Workforce and Industry Development on [lee.veitch@acsa.asn.au](mailto:lee.veitch@acsa.asn.au).

### **Department of Health:**

Information for the Aged Care Sector Newsletter, Issue 2020/04. [Read more](#)

*Please see top of page for coronavirus updates and alerts*



## COVID-19 - CHSP advice from Department of Health

Good afternoon everyone,

The Department of Health has collated your valued queries and concerns about managing COVID-19 into this 'frequently asked questions' document.

Please ensure ALL of your staff read this information today.

Coronavirus Health Information Line

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

1800 020 080

For up-to-date information and many resources, please click here [Coronavirus \(COVID-19\) health alert](#) – Department of Health website.

Kind regards,

CHSP team



Frequently asked  
Questions - For CHS



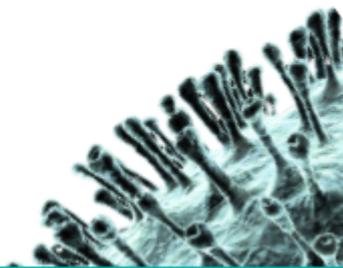
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**ACSA Member Update | 20 March 2020**

# **ACSA Member Update**

Aged & Community Services Australia

## **Coronavirus (COVID-19)**



### **The latest information and some answers on COVID-19**

This Member Update provides updates and information on the following:

[Measures to support Senior Australians and those who care for them;](#)

[In-Home Care FAQs;](#) and

[ACSA COVID-19 Webinar: Lessons from BaptistCare + Crisis Media Management.](#)

### **Measures to support Senior Australians and those who care for them**

New measures for the Aged Care sector have been announced by the Morrison Government as part of its defence against COVID-19.

Today the National Cabinet agreed on temporary funding to support Aged Care providers, residents, staff and families.

Building on the package of measures announced last week, additional funding of \$444.6 million is expected to strengthen the industry, with specific mechanisms to reinforce the aged care workforce.

It will include:

\$234.9 million for a COVID-19 'retention bonus' to ensure the continuity of the workforce for aged care workers in both residential and home care.



This will mean a payment of up to \$800 after tax per quarter – paid for two quarters – for direct care workers;

Two payments of up to \$600 after tax per quarter – for two quarters – for those who provide care in the home.

Payments will be delivered to providers to pay their workers and part-time workers will be paid a pro-rata rate.

\$78.3 million in additional funding for residential care to support continuity of workforce supply.

\$26.9 million for a temporary 30 per cent increase to the Residential and Home Care Viability Supplements and the Homeless Supplement. This includes equivalent viability funding increases for National Aboriginal and Torres Strait Islander Flexible Aged Care Program providers, Multi-Purpose Services and homeless providers.

\$92.2 million in additional support to home care providers and organisations which deliver the Commonwealth Home Support Programme, operating services including meals on wheels. This will include services for people in self-isolation such as shopping and meal delivery; and

\$12.3 million to support the My Aged Care service to meet the surge in aged care specific COVID-19 enquiries, allowing for additional staff to minimise call wait times.

Read full media statement [here](#).

[Click here to read JOINT STATEMENT by aged care peak bodies](#)

## Frequently Asked Questions for in-home care

During the In-Home and Community Aged Care COVID-19 Preparedness webinar, there was numerous questions as well as invaluable feedback from the sector. Following the webinar the frequently asked questions were developed and are found [here](#).



## ACSA COVID-19 Webinar: Lessons from BaptistCare + Crisis Media Management

How would you cope with a COVID-19 outbreak? [BaptistCare](#) NSW & ACT CEO Ross Low has generously agreed to take us through how his organisation handled the recent COVID-19 outbreak at their Dorothy Henderson Lodge facility.

We all recognise that sometimes the worst-case scenario happens and you're on the front-page for all the wrong reasons. Peter Stahel, Associate Director from ACSA's media partner [Essential Media](#) will provide how-to strategies on managing the media during a crisis to ensure people in our care, families and communities get the information they need.

As COVID-19 is such an important public health issue ACSA is pleased to provide this webinar at no cost to both ACSA members and non-members. This free one-hour webinar will be held on Tuesday 24 March at 11am (AEDT). [Register here](#) to secure your spot.





[View this email in your browser](#)

## ACSA Employee Relations | 24 March 2020



## Member Update Employee Relations

### Employee Relations Newsletter

#### March 2020

The ACSA Employee Relations (ER) team, fields enquiries from providers all over the country providing a service exclusive to members. This service assists you in tackling anything from day to day award and agreement interpretations, through to managing more complex performance management and disciplinary issues. We aim to keep members up to date with current practice, changes to the Australian employment relations framework and industrial tribunal decisions which may impact on the operations of your businesses.

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

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

P: 1300 877 855

E: [employeerelations@acsa.asn.au](mailto:employeerelations@acsa.asn.au)

#### In this issue:

**Managing Secondary Employment**



The Australian Disability Workforce Report in July 2017 states that around 9% of workers in residential aged care have a second job. Of those workers, 0.2% are in disability and the other 8.8% are mainly in aged care. In community aged care, the percentage of workers with a second job is even higher. 16% of workers in community aged care have two jobs. These figures are probably higher than what was reported because some employees might choose not to disclose that they have more than one job.

From a Work Health and Safety perspective, how do employers manage the health and safety risks that arise when our employees are engaged by more than one employer?

[Continue reading...](#)

### Influenza Vaccination – No Jab, No Job?

On the advice of the National Security Committee, a ‘human biosecurity emergency’ was formally declared under the *Biosecurity (Human Biosecurity Emergency) (Human Coronavirus with Pandemic Potential) Declaration 2020 (Cth)* pursuant to the *Biosecurity Act 2015 (Cth)* (Biosecurity Act).

Under the Biosecurity Act, the declaration gives the Minister of Health significant powers towards preventing or controlling the spread of the virus, including imposing express directives that:

apply to persons, goods or conveyances when entering or leaving specified places; and  
restrict or prevent the movement of persons, goods or conveyances in or between specified places.

[Continue reading...](#)

### COVID-19 & Privacy Obligations

Employers must ensure they meet their obligations to maintain a safe workplace for staff and visitors and handle personal information appropriately. The Office of the Australian Information Commissioner has released an information sheet **“Coronavirus (COVID-19): Understanding your privacy obligations to your staff”**.

During this pandemic, employers will likely need to collect, use and disclose personal information in order to prevent or manage COVID-19 in the workplace. Employers may need



to collect information from visitors and staff about risk factors, then notifying staff members who may be at risk, in order for necessary precautions to be made. Employers should note that only personal information reasonably necessary in order to prevent or manage COVID-19 in the workplace should be collected, used or disclosed.

[Continue reading...](#)

## Mental Health and Wellbeing

The realisation of the global COVID-19 event, the pandemic, has been stressful for many. The situation is evolving rapidly and the fear and anxiety about COVID-19 in these extraordinary times can be overwhelming for some people. Everyone deals with stress and anxiety differently, depending on their background and how much support they receive from their family and friends, including the community in which they live.

The widespread panic that is currently happening around us can complicate our efforts to manage the situation in our workplaces. Staff members, regardless of their health status prior to the current situation, may experience stress and anxiety during this time. These are some of the ways you can support your employees' mental health at work;

[Continue reading...](#)

## Increase in international students working hours

On 18 March 2019, the Minister for Aged Care and Senior Australians, Senator the Hon Richard Colbeck, and the Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs, the Hon Alan Tudge MP, jointly [announced](#) that providers of Commonwealth-funded aged care services will temporarily be able to offer more hours to international students to ensure the care of senior and vulnerable Australians, as part of the campaign to combat the impact of coronavirus (COVID-19).

The measures are temporary and will be administered by the Department of Home Affairs and are available to members, only for existing employees. Members are required to register with the Department if they believe increasing the hours of existing international students will assist them.

[Continue reading...](#)

## COVID-19 Retention Bonus

The Federal Government has announced an additional \$444.6 million in funding for the aged care sector to support staff retention in residential aged care and home care, as well as help with the viability of aged care facilities. This additional funding will go towards assisting the sector to continue to provide care for the nation's elderly during the COVID-19 crisis.

According to the Department of Health's [Media Release](#), the funds will be split between both aged care and home care services;

[Continue reading...](#)

## Job Seeker Allowance

The Australian Government, Department of Social Services announced that a "Job Seeker" payments (formally known as Newstart Allowance) would be made available to support working age people as part of the working age payments which are currently administered through [Services Australia](#). The JobSeeker Payment replaces Newstart Allowance as the main income support payment for recipients aged between 22 years to Age Pension qualification age who have capacity to work.

The JobSeeker Payment is available to people who are looking for work, who temporarily cannot work or study because of an injury or illness, or bereaved partners in the period immediately following the death of their partner, subject to meeting eligibility requirements.

[Continue reading...](#)

## [Working remotely during the Covid-19 pandemic](#)



## ACSA Employee Relations Team

ACSA Employee Relations Team will shortly be providing information regarding options for employers who are experiencing a downturn in business. This is occurring to a degree in the homecare space and also services only providing respite.

We remain available to talk with you about any of your ER concerns during what is proving to be an immensely challenging time. Please contact us by email at [EmployeeRelations@acsa.asn.au](mailto:EmployeeRelations@acsa.asn.au) or on 1300 877 855.



## NSW Health FW: Secondary triage Information for LHDs and RACFs

Dear Aged Care Communities of Practice (COP) members

NSW Ambulance will implement a secondary triage model from Wednesday 25th March at 9am. All non-urgent flu and COVID-19 related calls from Residential Aged Care Facilities to NSW Ambulance will now be secondarily triaged by a remote accredited emergency physician consultation service.

Please see the attached information sheets which NSW Ambulance have developed for the following audiences:

Local Health District staff

Residential Aged Care Facility Healthcare Workers

Residential Aged Care Facility Residents and Families.



Could you please share this information through your networks to ensure we have covered as many staff and residents as possible?

If you have any questions and feedback as this initiative progresses, please contact Tracy Millen, NSW Ambulance Liaison - COVID-19 Health Service Operations, on 0411 305 762 or at [Tracy.Millen@health.nsw.gov.au](mailto:Tracy.Millen@health.nsw.gov.au)

Kind regards

Jess

Jess Hresc



NSW Health

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NSW Health

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Dear Volunteer Network Member

As our lives go into uncharted waters, we could feel lost and need some extra support. I received some information from the Department of Health which included information on the courses run by MindSpot, a government funded organization. If you would like to gain perspective on the Coronavirus situation click [HERE](#) to go to their website. Apart from dealing with COVID-19 MindSpot also have information and courses on coping with disasters and they run a Wellbeing Plus online course for people 60+ who need to manage stress, anxiety, worry, low mood and depression.

Hope this information is useful to you or a member of your family and friendship circle.

Best wishes

Jane

## Jane Davies

Coordinator Armidale Volunteer Referral Service



INVESTARMIDALE.COM.AU



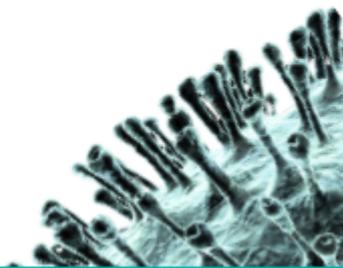
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**ACSA Member Update | 25 March 2020**

# **ACSA Member Update**

Aged & Community Services Australia

## **Coronavirus (COVID-19)**



### **COVID-19 Information and Updates**

This Member Update provides information on the following:

[National Cabinet meeting - coronavirus measures from 24 March;](#)

[Further arrangements for CHSP providers during the COVID-19 pandemic;](#)

[Government announcement on supporting Australian workers and business;](#)

[In-Home Care FAQs for COVID-19;](#) and

[Protecting Older Australians - Department of Health update, 24 March.](#)

### **National Cabinet meeting - latest coronavirus measures: 24 March**

The Prime Minister, state and territory Premiers and Chief Ministers met yesterday as the National Cabinet and the Prime Minister has subsequently issued the following [update](#).

Australian governments are working together to slow the spread of coronavirus to save lives. Every extra bit of time allows us to better prepare our health system and put measures in place to protect Australian lives.

We will be living with this virus for at least six months, so physical distancing measures to slow this virus down must be sustainable for at least that long to protect Australian lives, allow Australia to keep functioning and keep Australians in jobs.





by the Department.

CHSP service providers are encouraged to use the flexibility provisions to direct resources towards delivering critical services, such as ensuring clients have access to meals and groceries, undertaking welfare checks, and undertaking phone/video call social interactions with their clients.

### **Other Commonwealth support available**

The [Government announced](#) \$92.2 million of additional support for home care and CHSP providers during the COVID-19 pandemic. \$70.2 million is for unsolicited proposals by CHSP providers (\$40 million in 2019-20 and \$30.2 million in 2020-21).

Where there is significant impact on the ability of CHSP providers to continue delivering services, or where there are time-limited demand pressures to support additional clients due to COVID-19, providers may submit an unsolicited proposal for additional grant funding. You must first use the expanded flexibility provisions before submitting an unsolicited proposal. To request an application form, email [CHSPprogram@health.gov.au](mailto:CHSPprogram@health.gov.au) or your Funding Arrangement Manager.

[Click here to read the full Department update on CHSP provisions](#)

### **Cashflow assistance for businesses and support for immediate cashflow needs for SMEs**

On Sunday 22 March, the Commonwealth Government released the second stage of its economic plan to cushion the economic impact of the coronavirus and help build a bridge to recovery.

A total of \$189 billion is being injected into the economy by all arms of Government in order to keep Australians in work and businesses in business.

You can access the joint media release from the Prime Minister and Treasurer [here](#).

### **Cash flow assistance for businesses**

The Government is enhancing the Boosting Cash Flow for Employers measure it announced on 12 March. The Government is providing up to \$100,000 to eligible small and medium-sized



businesses, and not for-profits (NFPs) that employ people, with a minimum payment of \$20,000. These payments will help businesses and NFPs with their cash flow so they can keep operating, pay their rent, electricity and other bills and retain staff.

Details about how this measure will operate can be found in this [factsheet](#).

### **Support for immediate cash flow needs for SMEs**

Across the economy, many otherwise viable small and medium sized businesses are facing significant challenges due to disrupted cash flow. At the same time, businesses retain fixed obligations including rent, utilities, and employee expenses.

The Coronavirus SME Guarantee Scheme will provide support for these businesses. Under the Scheme, the Government will provide a guarantee of 50 per cent to SME lenders for new unsecured loans to be used for working capital. This will enhance these lenders' willingness and ability to provide credit, which will result in SMEs being able to access additional funding to help support them through the upcoming months.

The Scheme will commence by early April 2020 and be available for new loans made by participating lenders until 30 September 2020.

Details can be found in this [factsheet](#).

[Click here to read more on the Treasury's support for businesses](#)

### **In-Home Care FAQs for COVID-19**

The Department of Health has provided an updated version of the COVID-19 Frequently Asked Questions document for In-Home Care.

All changes are highlighted in purple text for ease of reference.

[Click here to read Updated COVID-19 FAQs for In-Home Care](#)



## Department of Health Daily COVID-19 Newsletter

The Department of Health last week announced it's daily COVID-19 newsletter, Protecting Older Australians. As of Tuesday 24 March, these updates will be sent daily to those subscribed to the Department's mailing list. If you are not already registered to receive aged care updates from the Department of Health, ACSA strongly recommends you [subscribe now](#).

All Protecting Older Australians updates are also accessible on ACSA's [COVID-19 website](#), and you can access these resources online [here](#).

[Tuesday's update](#) details a new eLearning module available through the Department of Health, and provides clarification on applying the new guidelines on visitor access to aged care homes, "Limiting visits to a maximum of two visitors at one time per day".

[Click here to read Protecting Older Australians, 24 March Update](#)