



NESST Newsflash

Hi Everyone,

Welcome to the NESST Newsflash.

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NESST Regional Zoom

Our next Regional Zoom will be held on **27 August at 2pm**. Please note the change of time. We are trying to find the best time for most people! If you have agenda items or ideas, please let us know.

NESST Free On-line Training Portal

The portal gives access to free, basic induction modules for frontline staff. Current modules:

An introduction to the Commonwealth Home Support Programme

Community Basics

Food Safety for Seniors

A certificate is emailed on completion. Please share with your staff and volunteers within the New England area:

<https://www.inductforwork.com.au/portals/new-england-sector-support-team-online-induction-nesst-basic-training>

Watch this space for news on the next exciting episode 😊

If you are having trouble getting the modules to load for some people, please give us a call and we will resend the invitation to the individual.

CHSP Orientation Training for Coordination Staff

NESST will be conducting on-line Orientation for Coordination staff on-line on 15 September 2020. This will be a live, interactive session. We will send out the link closer to the date.

Damn Good Advice for the Chairperson

Here is the link for the new Damn Good Advice guide, Damn Good Advice for Chairs:

<https://communitydirectors.com.au/advice-guides/damn-good-advice-for-chairs>

This guide answers the top 25 questions Chairs on Not-for-Profit Boards need answering.

The Not-for-Profit Treasurers Awards

The Not-for-Profit Treasurers Awards are officially open! More info on how to enter here:

<https://www.ourcommunity.com.au/treasurersaward>

New Social Support Group arrangements under CHSP

From 1 July 2020, clients accessing Social Support Group services through the Commonwealth Home Support Programme (CHSP), and who transition to a Home Care Package (HCP), will be able to continue to access this service type as a CHSP client. These clients should not be charged cost recovery fees or asked to cease the service after transitioning to a HCP. Clients may choose to use their individualised package budget to pay the existing client contribution fee.

To be eligible for this program measure clients must have:

transitioned to a HCP after 1 July 2020; and

been accessing a CHSP Social Support Group at the time they transitioned to their package.

All other HCP recipients must continue to access a HCP Social Support Group as per normal program arrangements.

For more information:

see Section 4.1.1 of the CHSP Program Manual 2020-2022

contact your Community Grants Hub Funding Arrangement Manager.

Damn Good Advice on Creating a COVID-19-Safe workplace:

<https://communitydirectors.com.au/advice-guides/damn-good-advice-for-a-covid-19-safe-workplace>

How to get found on-line – 4 steps to attract your community

3 September 2020 – on-line

Connecting Up

How to Get Found Online: 4 Steps to Attract your Community

3 September 2020, 11.00am-12.00pm

Online

[Read More](#)

Introducing Live Transcribe

Now deaf, hard of hearing and hearing people can have conversations easily with just an Android phone. <https://t.co/V8zkYCM8E5?amp=1>

Review of Rural and Regional Bus Services

IPART are reviewing fares for local bus services in rural and regional NSW. We will set the maximum fares that bus companies can charge for these services from January 2021 to December 2025.

IPART is very aware that people have been doing it tough in rural and regional communities with drought, bushfires and now COVID-19. We want to ensure that fares are reasonable and services keep improving.

The review will have a specific focus on people facing transport challenges. Our aim is to set fares so that people with limited transport options - such as those who can't drive or can't afford a car - have access to services.

We want to encourage the NSW Government to provide the right transport services and promote the use of buses in communities. We also want to foster innovation, while still ensuring that bus companies can cover their costs.

Last time we reviewed these fares we lowered them for a range of trips, simplified the number of tickets on offer and introduced new daily tickets that capped the daily cost for passengers.

Our review will look at the impact of those changes and consider whether more reforms are needed. We will also look at how fares compare with Opal fares in Sydney and with Government-funded coach fares. We have released an [Issues paper](#) as the first step in our review process.

We would like to hear what residents in rural and regional areas think of their local bus services and how much they should cost to use.

We also encourage you to complete the [survey](#) to help us better understand what influences bus use in rural and regional areas.

IPART will release a draft report on fares in October and will seek feedback on it.

Stories of Organisational Change & Good Practice

As the community services sector continues to adapt to the ever-changing environment in which we operate, NCOSS has developed a suite of resources to support organisations in their consideration of organisational change. Using storytelling as the tool, NCOSS have engaged with thought leaders to present examples of innovative solutions that organisations have adopted in order to remain sustainable and efficient in changed environments.

Stories of Organisational Change present examples of organisations that embarked on a journey along the "MOU to Mergers" continuum in response to a changed funding environment.

Stories of Good Practice cite new practices that are emerging (e.g. around peer support and strengthening informal partnerships) in order to 'do things better' in changed environments.

This initiative has resulted in a mix of multi-media resources that includes impact video narratives, audio files, interview videos, interview transcripts and links to key resources.

https://www.ncoss.org.au/capacity-building/sector-support/templates-and-resources/ncoss-stories-of-organisational-change-good?utm_source=newsletter_445&utm_medium=email&utm_campaign=ncoss-sector-e-news-6-august-2020

The importance of cultural awareness and safety

Sector Support and Development, NSW have developed a comprehensive program around Cultural Awareness and Safety with the aim of up-skilling Aged care support services on their understanding and knowledge of Aboriginal and Torres Strait Islander culture so they can become agents of social change. The program is designed to help aged care workers understand the cultural barriers clients can face and be more culturally sensitive with clients, families and agencies they work with in this space. Participants will learn strategies for communication and begin their learning journey for diversity.

The first in the series and held over 2 x 2 hour sessions, this interactive and informative workshop looks at Aboriginal and Torres Strait Islander history, white contact history and the White Australia policies.

Target Audience: Aged care support workers and volunteers, CHSP SA & NSW

<https://www.agedservicesworkforce.com.au/event/cultural-awareness-and-safety/>

Strategic Grants Bootcamp: Seeking and applying for Grants in 2020

9 September 2020 – on-line

Connecting Up

Strategic Grants Bootcamp: Seeking & Applying for Grants in 2020

2 & 9 September 2020, 11.00am-12.30pm

Online

[Read More](#)

Experiences of Older People: 13 August 2020

Exploring with an older person what makes life good for them, can lead to discoveries that build connections, understanding and esteem. This is a great introductory session for people new to the workforce or who want to enhance their work practice.

<https://www.agedservicesworkforce.com.au/event/experiences-of-older-people/>

Webinar: Aged Care Governance - The Chair and CEO Relationship

4 September 2020

Explore the critical relationship between the Chair and CEO of aged care organisations. Join Chair, Virginia Bourke, and Group CEO, Stephen Cornelissen, of Mercy Health as they discuss this unique and crucially important relationship. In partnership with The Australian Institute of Company Directors (AICD).

<https://events.acsa.asn.au/event/webinar-aged-care-governance-the-chair-and-ceo-relationship/>

Registration Open: Excellence in Home & Community Care Online Symposium

September 15-17 2020

Hear the latest insights and innovations from sector experts and leaders, plus shared experiences from other home and community care organisations. Topics include home care pricing, risk management in the home and community care environment, the sector's response to COVID-19, and leveraging new technologies. Sessions are spread across each day, with breaks in-between.

<https://events.acsa.asn.au/event/excellence-in-home-care-online-symposium/>

Code of Conduct and Privacy for Volunteers and Organisations who use Volunteers

Regardless of whether volunteers work in an office or remotely, their employers are obliged to follow the same legal conditions. This seminar with **Alison Choy Flannigan**, partner at legal firm **Hall & Wilcox** is more relevant than ever in the COVID-19 work environment. Join our volunteer management forum to discuss how organisations can manage issues such as privacy, social distancing and safety during COVID-19 including access restrictions, duty of care and preparing for return to work. **13 August, 3 pm – 4 pm.**

Managing Volunteers and the Law

This three hour live interactive webinar with **Justice Connect** will discuss the life-cycle of Volunteers and key legal issues and considerations at each stage. The session will cover the nature of the volunteer and employee relationship, recruitment process and associated legal requirements, and give you a refresher on your organisation's safety requirements. You will also be encouraged to participate and ask questions and will receive additional resources to help in the future.

25 August, 9:30 am – 12:30 pm.

<https://www.volunteering.com.au/event/managing-volunteers-and-the-law/>

Connecting Up: Facebook Workshop Series

Build & Engage your Community with the Right Tools

27 August 2020: How to fundraise on Facebook

10 September 2020: Facebook Messenger & Chatbots

[Read More](#)

Opportunity to participate in photo-book project – In My Own Words

It is a beautifully illustrated 176 page photo book with photos and quotes from CALD seniors living in NSW about what it means to age well in Australia. It features over 150 photos, representing over 30 language groups and associations across NSW.

This photo book is accompanied by a series of Q R codes distributed throughout the pages. The codes allow the photo book to become more than a static visual resource, rather, it comes alive and brings sound, voice, music and storytelling to life through mp3 audio recordings and online interactive website able to be accessed by the reader using any android device or smart phone.

The website will be further developed in phase two of the project and will feature online interactive components which can be used by aged care services, organisations and businesses to improve interpersonal communication and authentic engagement practices between their staff and CaLD communities.

Not only is this a valuable training resource and educational tool, it is a compilation of community voices and messages reflecting strength, resilience, value, respect and dignity.

It is a powerful communication tool which is inclusive and targets various ages and members of the community.

Placed in an office, reception area, facility or public space, this book makes a strong statement. It says you are here, you are heard, you are acknowledged, understood, respected and welcomed. Please contact Deb@nesst.org.au if you would like more information.

Royal Commission having two Sydney hearings in August

The Royal Commission into Aged Care Quality and Safety has announced details on two upcoming Sydney hearings in August. [Sydney Hearing 2](#) will run from Monday 10th to Thursday 13th August and will inquire into the response to the COVID-19 pandemic in aged care. [Sydney Hearing 3](#) will be held from Thursday 13th to Friday 14th August and will focus on aged care accommodation.

<https://tinyurl.com/y4agsug8>

Senior Australian Stakeholder Kit - COVID-19 Supports

Older people are at greater risk of more serious illness if they get coronavirus. As we move towards a COVIDSafe Australia, it is important for people at greater risk to take extra steps to protect themselves. There are a range of government-funded services they can access to help with this. You may already be aware of some or all of these services, but many older people are not. Please help in promoting these services to older Australians so they reach those who need them.

<https://tinyurl.com/ycro9uec>

Easing of restrictions – COVID -19 Update

<https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>