

NESST Newsflash

Hi Everyone,

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

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NESST Regional Zoom

Our next Regional Zooms will be held on **24 November** at 2pm

The agenda will continue as follows:

2pm Welcome and Introductions

Update from ACAT/RAS – questions

Regional roundup and NESST Update

2:45pm IncludeUs Workshop – this workshop will explore the concepts of professional boundaries and introduce you to the Head Heart Act Reflect Framework that we will be using throughout the 3 webinars. The third webinars will continue to move us into using our learnings from webinar one and two to approach The Aged Care Quality Standards using the Head Heart Act Reflect framework. For more information contact deb@nesst.org.au

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

Dementia Basics

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>

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.

If you would prefer to host a paper-based group session we are happy to help. We can provide resources and send out certificates after completion.

We are in the process of moving this training to a new and more user-friendly platform. We have not yet completed the transition, but if you would like to access either the food safety or introduction to CHSP in the new format Email Deb@nesst.org.au and I will send you the temporary link.

First aid training for CHSP providers

To help support vulnerable, older Australians, all CHSP service providers are responsible for ensuring staff and volunteers in direct care roles receive accredited first aid training and certification.

The department regards the cost of first aid training as a reasonable and necessary expense of safe and effective aged care service delivery. As such, CHSP providers should factor the cost of first aid training into their existing grant funding in the same way as rent, utilities, personal protective equipment and staff wages.

Direct care roles in which first aid training is mandatory include workers who have face to face interactions with clients delivering the following services:

- Allied Health and therapy Services
- Nursing
- Personal Care
- Social Support (Individual and Group)
- Transport
- Respite services
- Meals (where regular social support is provided)
- Other food services.

Workers across all other services are encouraged, but not required, to undertake first aid training.

Royal Commission releases research into older Australians' care experiences

The Royal Commission has released two new research papers looking 'Inside the system', with research designed to enable aged care recipients to express how they feel about their lives and the care they receive. Terms of reference set by the Commission included inquiry into the quality of aged care services provided to Australians, the extent to which those services meet the needs of the people accessing them, and the extent of substandard care being provided.

<https://agedcare.royalcommission.gov.au/publications>

Have your say on rural and regional bus fares

The Independent Pricing and Regulatory Tribunal (IPART) has released a [Draft Report](#) proposing the reduction of bus fares in rural and regional NSW for five years from January 2021. We want to hear from people in regional communities about your experience of the local bus service and whether you agree with our proposals. IPART is holding an online public hearing on 20 October where you can share your views and speak directly with the Tribunal members. Registrations are currently open [here](#). You can also make a written submission [here](#) by 30 October or complete a short [survey](#).

Managing Member Disputes & Conflict on the Committee - 27 Oct 2020,

12.45pm

Online

Justice Connect Not-for-profit Law

Online

Cost: Free.

Conflicts and disputes are stressful events, and the success of your not-for-profit organisation can depend on how effectively you manage them. In this webinar, you'll learn what the law requires you to do when a conflict or complaint arises between members or committee members of your not-for-profit. Importantly, the webinar will also arm you with practical tips on how to both avoid and manage disputes if they do arise. The webinar will cover

Common disputes involving members or board / committee members of not-for-profit community organisations

- Following the dispute resolution or grievance procedure in your organisation's rules or constitution
- When a member can be disciplined, and how to go about this
- What to do if there is a dispute within the committee of management
- Seeking assistance to deal with conflict or a dispute
- Tips on how to avoid and manage disputes

[More information and registration.](#)

Regional Wellbeing Survey 2020

The [Regional Wellbeing Survey](#) has been running since 2013, asking people across Australia about their quality of life in their community and how events like drought, bushfire and flood – and in 2020, COVID-19 – are affecting them. Taking part in the survey lets you have your say on issues ranging from how your community is changing, your health, and your wellbeing.

This year it is more important than ever to make sure we understand how the wellbeing of people across Australia is changing. Your participation in the survey will help identify how people and communities in different parts of Australia are coping with challenging times - and where support may be needed.

The survey is open until 30 October 2020. Take the survey or find out more including full prize draw terms and conditions: <http://www.regionalwellbeing.org.au/>

Serious Incident Response Scheme for Home and Community Aged Care

The Serious Incident Response Scheme (SIRS) in residential aged care will be implemented from early 2021. The Department of Health is conducting further preparatory work to inform advice to Government on extending the SIRS to home and community aged care. KPMG has been engaged by the Department of Health (the Department) to support the preparatory work, including to:

- Design options for a SIRS in home and community aged care
- Conduct a prevalence study on serious incidents in home and community aged care.

As part of the prevalence study, KPMG plans to gather data from November 2020 to April 2021 on the prevalence of serious incidents in home and community aged care. The serious incidents in scope for the prevalence study are those that are alleged, suspected or actual incidents involving:

- A staff member and a consumer or their carer/family member where the incident is committed by a staff member
- Two or more consumers where the incident is committed by one of the consumers in a community setting.

Your participation in this prevalence study is very important as it will help model national estimates of the nature and prevalence of serious incidents occurring in home and community aged care.

If you are interested in participating in this prevalence study, please register your provider using this online registration tool. Registration will take less than five minutes to complete.

If you would like more information on the project, please contact KPMG at SIRSprevalencestudy@kpmg.com.au.

Six things we all should know about palliative care

Death and dying will affect all of us. It's a part of life. And that means everyone has a role to play in palliative care. Under the National Palliative Care Strategy, six guiding principles have been identified as fundamental to ensure that all people experience the palliative care they need.

In simple terms, this means there are six things we all need to know about palliative care and the ideals that we all have to work towards. Why do we need to learn, care and plan for them? Because by doing so, we will be able to better protect and plan for our own care and wishes – and those of our loved ones – at a time when it matters most. <https://tinyurl.com/yy7p2ch8>

Remote Service Delivery: Learning from Adaptation During COVID-19 - 29 Oct 2020, 11.00am-12.00pm, Online

Cost: Free.

This session will cover:

- A brief overview of the service design team at Mission Australia and how they work
- The process taken to support service delivery teams to adapt during COVID 19
- Sharing some example templates and resources
- A discussion of challenges and how they were overcome
- Surprising positives that came out of transitioning some services online
- Q&A with the audience – guided by Connecting Up

By the end of this webinar your organisation will have an understanding of the following topics:

- How a human centred design framework can be applied to define challenges and prioritise areas of focus
- High level learnings about service adaptation during COVID-19
- Common challenges and opportunities experienced by community services during COVID-19
- An opportunity to discuss these topics with other organisations

Who should attend: Human services or service based community organisations, in particular people who are in service delivery, supporting project or operational management roles.

[More information and registration.](#)

Department of Health Updates

Keep up to date – find all the updates here:

<https://www.health.gov.au/news/newsletters>