

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 –The third webinar 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

Have a look at the new portal! We have now moved most content over to the new platform. A certificate is emailed on completion. Please share with your staff and volunteers within the New England area:

<https://nesstbasictraining.thinkific.com/>

On this site you will find:

An introduction to the Commonwealth Home Support Programme

Food Safety for Seniors

Dementia Basics

Still awaiting review and transition is:

Community Basics

<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.

CHSP Orientation on Zoom – 19 November 2020 @ 1.30pm

Hi all please follow the link to register for this training:

<https://us02web.zoom.us/j/83019220609?pwd=SWICV0lWdTZud05PMnFiblhvak5yQT09>

CHSP service provision entry in the My Aged Care client record

The department reminds providers that service delivery information should be accurately recorded and regularly updated in the My Aged Care client record for all clients accepted for service.

This includes a client's service:

- commencement date
- frequency
- intensity
- end date (where a service has finished).

CHSP service providers are reminded to add a note to a client's My Aged Care record indicating any emergency CHSP services provided to the client during COVID-19. This includes residents on emergency leave from an aged care home.

Providers must add this information as a client note if it is clear the client will require service provision beyond the eight weeks of emergency support. This will assist the assessor during the formal assessment of the client's needs to understand the services the client has been receiving.

Further information is available on:

- [My Aged Care – Provider Portal User Guide: Part 2 Team Leader and Staff Member Functions](#)
- [COVID-19 and CHSP Supports available](#)

CHSP funding to replace Social and Community Services Supplement payment from 1 July 2021

To support CHSP providers to continue to deliver key services to vulnerable older Australians, the Government has agreed to increase the ongoing base funding of all Commonwealth Home Support Programme (CHSP) providers who are receiving SACS funding in the 2020-21 financial year. The department will work with the Community Grants Hub to vary grant agreements of eligible CHSP service providers. CHSP providers should receive a deed of variation shortly. CHSP providers are encouraged to sign and return their deed of variation as soon as possible to avoid any impact on the January 2021 payment.

For more information, please contact your Community Grants Hub Funding Arrangement Manager (FAM).

COVID-19 support line extended and expanded

The Australian Government is ensuring senior Australians get the services and assistance they need with a \$2.5 million investment to extend and expand the Older Persons COVID-19 Support Line.

Minister for Aged Care and Senior Australians, Richard Colbeck, said the support line will be extended until 30 June 2021.

“The Government will invest up to \$2.5 million so senior Australians can continue to access information about the COVID-19 pandemic and get the support they need,” Minister Colbeck said.

“Many vulnerable senior Australians may not have easy access to the internet or be able to readily access information about COVID-19.

“The support line has proved to be a very beneficial service for senior Australians who continue to face particular risks because of COVID-19, including social isolation and loneliness.

“Being able to pick up the phone and call someone, or receive calls from expert service providers, is proving to be very effective.”

Between 22 April and 23 October 2020, the support line received more than 5000 inbound calls and provided more than 29,000 outbound calls.

The top five reasons for calls included:

- wellbeing checks
- information about COVID-19
- advice to vulnerable people
- travel restrictions
- access to new, or queries about existing, home care services.

Zoom guide for people living with dementia

Resources to support people living with dementia to stay connected by video conferencing are now available through Dementia Australia. Developed by people living with dementia, for people living with dementia, the resources are designed to support the use of video conferencing to stay in touch. The need for the guides was identified by the Dementia Australia Advisory Committee, which is made up of people living with dementia.

The free, online resources are available at

<https://www.dementia.org.au/about-us/advisory-groups/dementia-australia-advisory-committee>.

Smart sensors makes homes safer for older Australians

CSIRO's [Smarter Safer Homes technology](#) is Australia's leading evidence-based platforms with demonstrated clinical and health service benefits.

The sensor-based in-home monitoring system with a patent pending algorithm will be integrated into HSC Technology Group's TALIUS Smart Analytics platform, servicing the aged care and supported living sectors.

With Australia's ageing population predicted to rise to 22 per cent by 2056, and more than 80 per cent of senior Australians over 60 opting to live at home, aged care facilities and the broader healthcare system will face increasing pressure to provide transparent, high quality care. Ensuring a strong focus on consumer-directed care while addressing aged care quality standards such as access to personal and clinical care, and access to daily living support services, becomes critical.

CSIRO Health Services Group leader Dr Mohan Karunanithi said technology can support greater quality and provide more informed continuity of care for citizens who choose to live independently, keeping their families updated remotely, while also providing 24/7 healthcare information to medical care teams and clinicians.

"Australians are choosing to live longer in their own homes. However, as we age, or as a result of chronic condition, daily tasks can become increasingly difficult, putting our health and safety at risk," Dr Karunanithi said.

"Numerous trials of our Smarter Safer Homes platform across Australia have shown technology-enabled systems and smart sensors can deliver a high quality, in-home care model suitable for independent living and reducing these risks."

For more information about HSC Technology Group, visit www.hsctg.com.au

Frequently asked questions about Commonwealth Home Support Programme (CHSP) funded group services

Under Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 5) 2020 [NSW]

On this page:

1. [What is the Commonwealth Department of Health advice in relation to resumption of CHSP group services?](#)
2. [Are CHSP group clients determined under the Public Health Order as vulnerable members of the public?](#)
3. [What requirements under the NSW Public Health Order apply to CHSP group services held in community centres?](#)
4. [How many people can participate in a CHSP group at a community centre?](#)
5. [Is a community centre required to have a COVID-19 Safety Plan?](#)
6. [What are the requirements for CHSP group services conducted on NSW Health premises?](#)
7. [When considering resumption of CHSP group services what precautions should CHSP managers take?](#)
8. [What other information is available to guide decisions about resumption of group services?](#)



Department of Health Updates

Keep up to date – find all the updates here:

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