



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 regular Regional CHSP Zooms will be held on **31 March 2021**, and **1 June 2021 at 2pm**.

If anyone has agenda items for the forum or would like us to find information/speakers on specific issues please let us know asap.

Better Questions Workshop

The **Better Questions** workshop offers highly effective communication strategies and practical tips that will enable you to enhance your communication skills and professional practice. Using the **Better Questions** communication technique with your clients will lead to them being more engaged, motivated for self-management and less dependent upon services.

Interested people, please register via the stickyticket link <https://www.stickytickets.com.au/B5PR2>

Attendees, please arrive at 9.15 am for 9.30 start and will finish at 4.30 pm.

This is a great workshop and there are limited places available.

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:

<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.



The Road Less Travelled – Rural CHSP Transport Conference

5th and 6th May 2021 in Mudgee

Call for Abstracts and Claim the Date

NESST is inviting you to submit an abstract for consideration for inclusion in the Conference program. This is an opportunity for you to showcase your service, your work and your innovation!

Submission Guidelines

The abstract word limit is 250 words.

Abstracts must be submitted by 26 February 2021.

Authors may submit and present one abstract only.

Each accepted abstract will be allocated 30 to 45 minutes only. No extensions on presentation time will be provided unless negotiated prior to the event.

Abstract notifications will be sent by 8 March 2021.

Abstract Themes

- Challenges and Solutions
- Building Independence
- Unconventional Strategies and Approaches
- Catering for Individual Choice

For any queries regarding your abstract submission please contact Deb Pugh via info@nesst.org.au or phone 0428677297

Independent, free advice about telecommunications services for regional, rural, and remote Australians.

The Regional Tech Hub offers independent advice and support and helps regional Australians navigate often confusing phone and internet options and technical issues.

The National Farmers' Federation is partnering with the Australian Communications Consumer Action Network (ACCAN) to ensure that Regional Tech Hub content is relevant to regional, rural and remote consumers. The Regional Tech Hub continues the work of Better Internet for Rural, Regional and Remote Australia (BIRRR) who pioneered this outstanding work. Information provided by ACCAN and BIRRR will be transitioned to the Regional Tech Hub over time as the website is further developed: <https://regionaltechhub.org.au/>



The Aged Care Voluntary Industry Code of Practice

The Aged Care Voluntary Industry Code of Practice is designed for providers to continually set the bar higher – so that each day they can aspire to provide better services to older Australians than they did the day before. It is a Code that places ageing Australians, their families, carers and advocates at its heart so that aged care organisations and their workers are inspired to provide continuously improved and innovative, high quality care and supports. It brings together the aged care industry under a single code of practice.

This has never been achieved before.

We encourage providers to pledge their commitment to the Code and for consumers, workers and their organisations to state their support for the Code.

The Code sets out how Industry leaders intend to guide their organisations – and the sector – in delivering care services that reflect the rights and needs of Australians as they age.

The Code's aim is *to help 'good' providers to become 'great' and 'great' providers to become 'world class'*.

The Code is an industry-led set of Principles with their own embedded outcomes that allow industry self-regulation through transparent performance reporting. The Code provides guidance on how to do this. And as more and more organisations and workers sign up to the Code there will be more and more peers to support one another.

The Code provides an opportunity for providers of aged care services aim to perform beyond the expectations of the communities they serve and the consumers for whom they are accountable. It provides for workers in aged care to realise this level of performance. It enables older Australians, their families, carers and advocates, who access and engage with aged care services to know that the measures and activities put in place aim to achieve quality, safe and personalised aged care services and supports.

The Council is proud of the sector's engagement on this important initiative. The sector has invested considerable time and commitment to get the Code right. Considerable work still needs to be done over the coming eight months to refine the processes associated with the Code. The Council will be undertaking extensive consultations with the sector to finalise this by 30 June 2021.

The Code is designed to continually improve and evolve over time, reflecting changing community expectations, laws and regulations. The Council in consultation with consumers, industry and workforce, will review the impact of the Code annually to ensure continuous improvement. We will work with industry, consumers, workforce and government to understand the effect the Code is having in raising industry benchmarks for care and service delivery, and adapt the Code to continue to inspire providers in their goal to achieve higher levels of care and service across the industry.

To sign up go to: <https://acwic.com.au/voluntary-industry-code-of-practice/>



Wellness and reablement initiative

For your Commonwealth Home Support Programme (CHSP) service to remain eligible for government funding, you need to embed wellness and reablement services into your organisation. Join our community of practice and find resources to help you.

The Commonwealth Department of Health has developed a range of online resources to help Commonwealth Home Support Programme (CHSP) service providers embed wellness and reablement approaches into their organisational practices and service delivery.

Join the [community of practice website](#) – you'll need to create an account to get access. Connect with other CHSP service providers, help and support each other, share ideas and stories, and seek feedback.

The online training modules will help CHSP support workers, allied health professionals and team leaders embed wellness and reablement into everyday service delivery approaches. Training includes:

- eLearning modules
- Foundations in wellness and reablement
- Wellness and reablement in practice
- Reablement planning and strategy development
- podcast series in wellness and reablement to supplement the eLearning modules
- Facilitator's Toolkit for CHSP providers with in-house training infrastructure.

The eLearning modules are available on the [My Aged Care Learning Environment \(MACLE\)](#).

There is also a collection of practical guides and tools for Commonwealth Home Support Program (CHSP) providers will help you embed wellness and reablement approaches into your service delivery. <https://www.health.gov.au/resources/collections/wellness-and-reablement-resources>

COVID Safe check-in options

It is **mandatory** for [certain types of businesses and organisations](#) to use electronic check-in methods to collect customer contact details.

If electronic record keeping is mandatory for your business, **you must provide an alternative form of electronic check-in for customers** who don't have a mobile phone, or if their phone can't read QR codes.

You can check-in your customers by adding their contact details to your **online concierge check-in form** on a tablet or laptop owned by your business.

You can request your unique online concierge check-in form by entering the address this email was sent to on the [NSW Government QR code and business resources page](#)



Everyday Justice

Everyday Justice is a not-for-profit law firm owned by Mills Oakley. They provide free legal advice to people and organisations who cannot access means-tested Legal Aid services or afford a private lawyer without incurring substantial financial hardship. They also act for free in public interest law matters involving issues such as social or public welfare, human rights, reconciliation, the natural environment and the protection of animals.

In addition, in partnership with The College of Law, we advance education by creating a holistic learning environment for law graduates and newly qualified lawyers who are interested in gaining legal experience in social justice and public interest matters.

[Find out more about Everyday Justice.](#)

Free and Discounted IT Support

Connecting Up is providing access to IT support for charities and Not for Profits. If you qualify can get free or discounted;

- IT support
- Remote workplace
- Software
- Hardware
- Telephones
- Internet
- Websites

We have limited free and discounted resources, so please apply to see if you are eligible.

<https://www.bias.net/nfp/>

Understanding Dementia – Free Course

The Understanding Dementia MOOC was developed by the Wicking Dementia Research and Education Centre based in the College of Health and Medicine at the University of Tasmania. This world-leading online course is free, easily accessible and available to everyone with an interest in dementia.

Opens 16th Feb at 9 am

Follow the link to register - <https://mooc.utas.edu.au/>



The Digital Divide & Remote Service Delivery - 24 Feb 2021, Online

Child Family Community Australia (CFCA)

The Digital Divide & Remote Service Delivery

24 February 2021, 1.00pm-2.00pm

Online

Cost: Free.

COVID-19 has produced increasing demands on many child, family and community welfare services, including mental health and domestic violence. At the same time, due to restrictions, services have needed to shift to remote service delivery, which has exposed inequities in community levels of digital access and literacy. Many service providers have created innovative solutions to continue supporting their clients and community.

Drawing on some of these experiences and the research evidence, this webinar will explore:

The 'digital divide' and which population groups are most at risk of digital exclusion, and why

The challenges of operating when both clients and service providers are impacted by digital exclusion

Innovative solutions and practical considerations for ongoing remote service delivery.

This webinar will be of interest to professionals working in domestic and family violence, mental health, child protection, out-of-home care and other social services.

[More information and registration.](#)

Courageous Conversations Virtual Workshop

Are you struggling with any of the following? Giving constructive feedback Assertive communication Challenging unacceptable behaviour Responding to criticism Communicating change or the need for improved performance Dealing with difficult people and managing emotions (theirs and yours)

https://www.betterquestions.com.au/upload/Courageous_Conv_Virtual_comm_16_Feb_21.pdf

CHSP Digital Landing Page – reablement resources

Following consultation with the aged care sector, we have designed a suite of products for Commonwealth Home Support Programme (CHSP) organisations to better understand, embed, and to practically apply wellness and reablement into CHSP service delivery practices.

All CHSP organisations can access the reablement digital landing page on the department's website.

<https://www.health.gov.au/initiatives-and-programs/wellness-and-reablement-initiative>



Managing Legal Risk with a Diverse Volunteer Workforce - 16 Feb 2021,

Online

Justice Connect Not-for-profit Law

Managing Legal Risk with a Diverse Volunteer Workforce

16 February 2021, 12.45pm

Online

Cost: \$30-\$50.

Volunteers contribute so much to the community – bringing with them a wealth of experience, values and diverse backgrounds. As the manager of a team of volunteers, how do you make sure you're harnessing this potential while maintaining a safe and legal volunteer program?

Can you still engage someone if they've got a criminal record? How should you deal with an older volunteer in the time of a pandemic? What can you do on a small budget to make your workplace more accessible for people with disability? This workshop-style webinar will use practical case studies to highlight the kind of issues you need to consider to build and grow a successful and diverse volunteer workforce.

The webinar will cover:

Work health and safety obligations

Anti-discrimination laws

Screening checks

Practical tips on how to balance your legal obligations while embracing a diverse volunteer workforce

[More information and registration.](#)

Department of Health Updates

Keep up to date – find all the updates here:

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