

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 **2 pm**.

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

Upcoming NESST training

Orientation – CHSP Orientation Training Zoom - on 23 February 2021

NESST will be conducting online Orientation training for Coordination staff. This will be a live, interactive session. **Register now:**

<https://us02web.zoom.us/meeting/register/tZAId2trjsiE9LIYIPKQmogr4rqDRhNChsR>

ACT - Using the Emergency Preparedness Resource - Tamworth Pavilion Function Centre Tuesday 2nd March 2021 9.30 am – 12 pm

This session will review the Toolkit and help you to discuss basic aspects of a client's emergency readiness, communicate key messages and refer to relevant emergency support services, where required. Strengthening the emergency preparedness of vulnerable older people.

Morning tea provided

<https://www.stickytickets.com.au/0EBGU>

Artful – Bingara Living Class Room – Tuesday 9th March 10 am – 2 pm

The workshop is targeted at workers providing social support activities to older people and specifically people living with dementia.

Morning tea and light lunch provided

<https://www.stickytickets.com.au/WQ4H2>



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

Duty of Care

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

Get ready for your COVID-19 vaccinations

What to do now

There are 3 steps you can take now to get ready:

1. create a myGov account and link Medicare
2. check your contact details for Medicare are up to date
3. view your immunisation history statement.

<https://www.servicesaustralia.gov.au/individuals/news/get-ready-your-covid-19-vaccinations>

The New South Wales State of Volunteering Survey is now open!

The Centre for Volunteering, in partnership with the Department of Communities and Justice, is excited to be producing the inaugural NSW State of Volunteering report. The input of every volunteer involving organisation by completing a short 10 minute survey is essential to measure, advocate and shape the future of volunteering.

What is the state of volunteering in your organisation? What impact has COVID-19 had? As a leader of volunteers your input is vital! Complete the NSW State of Volunteering survey by 5 March. <http://bit.ly/nswsovr>

Professional Development: Dementia Essentials

Fully funded accredited course.

CHCAGE005 Provide support to people living with dementia

Understand changed behaviour in people living with dementia. Learn how to successfully communicate and develop engaging activities.

Build your teams expertise. Staff can choose a mode of learning that meets their needs. Choose to learn face-to-face, online via a virtual classroom – or a combination of both

The course can be delivered across multiple sites and locations while maintaining social distancing.

More information and registration - <https://dta.com.au/dementia-essentials/>

'Understanding Ageing', delivered FREE online by Charles Sturt University

This online course will challenge you and transform old ways of thinking about ageing and old systems of health, aged care and social policy in order to improve the experience of ageing for every older adult.

Whatever your starting point, this program Understanding Ageing is for you. This short course is self-paced and flexible. Start and finish in your own time.

To **sign-up** for this free online course visit the link, [here](#).

The Reducing Social Isolation for Seniors Grant

The **Reducing Social Isolation for Seniors Grant Program** will provide organisations across NSW a share of \$600,000 in one-off grants for locally-driven projects that aim to make communities more inclusive for older people, help older people connect with each other, and enable them to develop quality relationships.

Reducing Social Isolation for Seniors grants are for projects that are: Delivered locally and community driven; Able to actively engage and sustain participation from older people, particularly harder-to-reach socially isolated older people; Providing value for money; Self-sustainable after initial grant funding. Applications are open to local government and incorporated not-for-profit organisations in NSW.

For more information and to apply, please visit www.facs.nsw.gov.au/inclusion/seniors/reducing-social-isolation-grant-program.

Reinvigorating volunteering

Following the profound impact of COVID-19 on volunteering, Volunteering Australia is running an advocacy campaign to reinvigorate volunteering.

The goals of the campaign are to:

- Engage the support of the Australian Government to partner with the sector to reinvigorate volunteering as Australia adapts to living with COVID-19.
- Secure the Australian Government's commitment to a more strategic, whole-of-government and national approach to volunteering, recognising the crucial role that volunteering plays to social cohesion and the wellbeing of Australians.

To read more: <https://www.volunteeringaustralia.org/policy/advocacy-campaigns/reinvigorating-volunteering/#/>

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.](#)

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/>

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](#)

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 aims *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/>

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/>

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.](#)

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>

Department of Health Updates

Keep up to date – find all the updates here:

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