

## 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 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.



## **The Road Less Travelled – Rural CHSP Transport Conference**

5<sup>th</sup> and 6<sup>th</sup> 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](mailto:info@nesst.org.au) or phone 0428677297

## **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/>

## 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.](#)



## **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.](#)

## **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 16<sup>th</sup> Feb at 9 am

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

## **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](https://www.betterquestions.com.au/upload/Courageous_Conv_Virtual_comm_16_Feb_21.pdf)

## **COVID job optional for aged care workers**

Australia's 318,000 aged care and disability workers and 190,000 aged care and disability residents remain at the top of the priority list to receive the vaccine, which will be administered in two doses at least 21 days apart from late February. The states and territories are following the Commonwealth's advice and not forcing aged care workers to have the COVID-19 vaccine, health departments tell Australian Ageing Agenda.

## **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>

## **Five Steps to Improve your Nonprofit Website**

Your website is your nonprofit's digital home. It represents you online 24/7, bringing your work to life and motivating supporters. Nonprofit websites must be engaging, effective, and purposeful. 54% of donors worldwide prefer to give online, and up to 20% of donors are most inspired to give by a nonprofit's website.

Ready to improve your nonprofit's online presence? A Website Wellness Exam will help you boost the health of your website and identify areas for growth.

In this article, Nonprofit Tech for Good shares 5 steps to ensure that your nonprofit website is healthy, engaging, and converting online visitors into dedicated supporters.

[Read full article.](#)

## Smart home technology for older Australians.

The NSW office of eSafety is offering the course on smart homes and cloud technology as part of its Be Connected program.

eSafety Commissioner Julie Inman Grant says there is huge potential for smart home technology to help seniors around the home.

Some 1.5 million Australians aged over 55 own a smart speaker, eSafety says.

“Smart speakers offer a lot of convenience for older Australians but also importantly, they can help seniors who may be mobility or vision impaired,” Ms Grant says.

“Just by using their voice, they can make appointments, get the latest news and weather updates and more.”

She says its estimated that by 2025 more than four million Australians will be using smart speakers.

“So this is technology that is becoming increasingly common and beneficial to many older Australians,” she says.

The course explains smart technology, and how to set up a smart speaker and use voice control to perform tasks like setting reminders or searching for recipes.

It also explains what cloud technology is and how to use it safely.

The smart homes and cloud technology course is available for free: <https://beconnected.esafety.gov.au/topic-library/introduction-to-smart-homes>

## Governance Resources

The Governance Institute of Australia (GIA) aims to strengthen society through governance excellence. Following discussions with FAMS, GIA has released *Good Governance Guides* - normally available only to paid members. These have now been made available for free download together with a variety of online resources. View here: [Resources on Governance](#).

## Department of Health Updates

Keep up to date – find all the updates here:

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