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.

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. The portal is now available to all New England Aged Care providers and all community transport projects in NSW. 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 Aged Care Royal Commission

The Aged Care Royal Commission report was released to the public on 1st March. The report is contained in 8 volumes. Hard copy volumes can be ordered from the website or they are available on-line. Volume One is the summary and recommendations.

There are 144 recommendations.

The entire report can be found here

https://agedcare.royalcommission.gov.au/publications/final-report

the recommendations can be found here

https://agedcare.royalcommission.gov.au/publications/final-report-list-recommendations

The Road Less Travelled – Rural CHSP Transport Conference

5th and 6th May 2021 in Mudgee

Preliminary Promotion and Claim the Date

The program will be confirmed over the next few weeks.

Facilitated by Glen Sorenson

Program will include:

Robert Fitzgerald: NSW Ageing and Disability Commissioner

Paul Sadler: Community Care Consultant

Live On-line presentation from CHSP Policy Officer, Department of Health

Leanne O'Sullivan: CEO Adventure Digital

Live On-line presentation from Aged Care Workforce Industry Council

Tara Russell: EO Community Transport Organisation

Attendance and demonstrations from a range of trade representatives including vehicle leasing, and client management and reporting software companies

For any queries please contact Deb Pugh deb@nesst.org.au or phone 0428677297

Aged Care Quality Online Learning System

The ALIS learning system is designed to provide short sessions for staff to familiarise themselves with the Aged Care Quality Standards. Training through ALIS will assist service provers with the required compliance for quality reviews. Staff can register at the link below. A CHSP grant agreement number is required for registration

https://learning.agedcarequality.gov.au/

Podcast series about Wellness & Reablement

The CHSP program has developed a new podcast series about Wellness & Reablement. There are 11 episodes which range from 10 - 20 minutes each. This entertaining and informative listen is a great way to learn and you can listen while getting some exercise on a walk at the same time! ***To access the podcast download the Podbean app*** from apple or google apps, search for My Aged Care Learning and follow the series.

Day Centre Providers – COVID and Beyond Online Seminar March 25

ACSA host a a half-day seminar designed especially for day centre providers. Hear from fellow providers about how they have managed and innovated within the new 'COVID-normal' and share your ideas and experiences. A Department of Health representative will also discuss CHSP funding issues. https://events.acsa.asn.au/event/day-centre-providers-covid-and-beyond-online-seminar/?ct=t(ACSAWeekly_05.03.2021)

CRANA - Bush Support

Toll free 24hr Telephone Counselling every day of the year - call 1800 805 391 - for ALL remote health workers/service providers and their families https://crana.org.au/support

Bush Support provide a range of programs and resources to assist remote workers and their families in managing the stress of living and working in a remote location. The program includes an anonymous, nation wide 24-hour telephone debriefing and support service staffed by psychologists with remote experience.

CHSP Ad-Hoc Emergency COVID-19 Funding – GO3877 – closes 30 June 2021

The objective of this grant is to provide assistance through limited financial support to existing CHSP service providers to enable them to respond to unforeseen and exceptional circumstances that directly impact on existing service delivery arrangements that are beyond the control of the grant recipient.

https://www.grants.gov.au/Go/Show?GoUuid=6c903322-0521-8405-245c-dd56c93b7960

CHSP Ad Hoc Funding - GO4265 - closes 30 June 2022

This is to enable services to respond to unforeseen and exceptional circumstances, address gaps in service delivery and trial and implement new and innovative service delivery models.You have until **30th June 2022** @ 2pm to apply for one off and/or recurrent funding.

https://www.grants.gov.au/Go/Show?GoUuid=64c68525-fdd8-bbb7-1826-7ff80a0f88ca

Request for tender now open: expanded funding for Goods, Equipment and Assistive Technology for older Australians

The Australian Government is committing funding of up to $10 million in 2020-21 and $10 million in 2021-22 to provide high quality, value for money and equitable access to Goods, Equipment and Assistive Technology (GEAT) for older Australians.

The department is supporting this commitment through an open request for tender (RFT) that establishes a panel of one or more providers/agents. Panel members will have national capability and capacity to source, supply, install, and maintain GEAT to older Australians through the Commonwealth Home Support Programme (CHSP).

This tender will enable the department to trial an alternative funding approach to current GEAT grant arrangements. It will source providers or agents to administer and provide GEAT across Australia, ensuring equitable access to meet the changing needs of CHSP clients.

Current GEAT providers who wish to tender should note that, if successful, their existing GEAT grant funding will be retained. The funds for this tender are separate to the CHSP grant agreement.

Tenders must be lodged by **2:00pm (AEDT) Tuesday, 16 March 2021**.

For more information about this RFT, visit the Austender website.

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/

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

'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/

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