

## NESST Newsflash

Hi Everyone,

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## **NESST Regional Zoom**

Our regular Regional CHSP Zooms will be held on **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**

**Professional Boundaries**

**Confidentiality**

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 1<sup>st</sup> 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>

## **Updates to the CHSP Program Manual**

The Department of Health (the department) has recently revised the CHSP Program Manual 2020-2022. A copy of the revised Manual is now available for download from the [Department's website](#).

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

5<sup>th</sup> and 6<sup>th</sup> May 2021 in Mudgee

Register: [https://whoova.com/portal/registration/roadl\\_202105/](https://whoova.com/portal/registration/roadl_202105/)

### **All CHSP Staff and Volunteers are eligible for Phase 1b Vaccinations**

In the recent Webinar, Department of Health advised that all CHSP staff and volunteers, regardless of their level of contact with clients, are eligible to be vaccinated in Phase 1b. They must provide formal evidence of their position, or fill out an Eligibility Declaration form available from Department of Health website, [health.gov.au](http://health.gov.au). View the recent webinar here:

<https://publish.viostream.com/app/s-drckhux>

### **Volunteer Grants Open**

The Australian Government is inviting organisations via a restricted non-competitive process to apply for a Volunteer Grant under the Families and Communities Program – Volunteer Grants Activity in 2021.

The 2021 Volunteer Grants round begins with a call for Expressions of Interest, with your local Member of Parliament (MP) using a community committee to develop a list of organisations to nominate. Following the Expression of Interest process, the MPs will nominate organisations from their lists. The nomination period is between 6 April 2021 and 2:00 PM AEST 29 April 2021.

Only organisations nominated by their MP will receive an invitation to apply for the 2021 Volunteer Grants. The application period is between 20 May 2021 and 9:00 PM AEST 9 June 2021.

<https://www.communitygrants.gov.au/grants/volunteer-grants-activity-2021-volunteer-grants>

### **Good Governance in Regional and Rural Areas**

Thu, Apr 29, 2021 1:00 PM - 2:00 PM AEST

Rural and regional community board members report that training programs too often are city-centric, and many of the lessons aren't applicable to them given their unique circumstances. That's why ourcommunity.com.au have teamed up with the Foundation for Rural and Regional Renewal (FRRR) for a special webinar focused on the issues important to rural and regional not-for-profit organisations. <https://tinyurl.com/3b4wdvby>

## **The Centre for Diversity Training FREE - Diversity Training Services**

The Centre for Cultural Diversity in Ageing has launched eight new webinars for 2021. The Diversity Training Series was designed in response to a diversity training provider survey conducted in 2020 by the Centre. The webinars cover a range of topics of interest to staff and leaders in aged care services. These free webinars will be facilitated by diversity experts from across Australia.

<http://www.culturaldiversity.com.au/news-and-events/latest-news/682-diversity-training-series>

## **Top 10 Questions for Forgotten Australians/ Care Leavers to ask when looking for residential aged care accommodation**

This brochure has been prepared by Healing Hand's Real Care the Second Time Around Project Team and informed by Forgotten Australians/Care Leavers Involved in the Project. This guide will help Forgotten Australians/Care Leavers to ask the questions that are important to them.

<https://www.myagedcare.gov.au/sites/default/files/2021-03/top-ten-questions-for-care-leavers-to-ask-aged-care-homes.pdf>

## **Aged Care Workforce - Caring for people who have experienced trauma**

Working in aged care can be rewarding but also difficult, particularly if the people in your care have experienced trauma. There are simple things you can do to help an older person affected by trauma feel safe and get the help that they need, while also supporting your well-being.

[https://www.phoenixaustralia.org/wp-content/uploads/2021/01/Aged-Care-Handout\\_Impact\\_of\\_Trauma\\_Staff.pdf](https://www.phoenixaustralia.org/wp-content/uploads/2021/01/Aged-Care-Handout_Impact_of_Trauma_Staff.pdf)

## **Old People's Home for 4 Year Olds is back!**

Old People's Home for 4 Year Olds is back on ABCTV, but for the second series of this wildly popular program, preschoolers are engaging with older people who live on their own.

The second series explores whether forming bonds between young and old can help older people overcome some of the hurdles that stem from living alone, helping them live healthier, more satisfying lives.

Though most older Australians would prefer to remain living at home as they grow older, living alone can create challenges for older people, such as being cut off from their community due to health issues, and the risk of isolation and loneliness.

Season 2 of Old People's Home for 4 Year Olds airs on ABCTV on Tuesday nights at 8.30pm. Its available on Iview if 8.30pm is past your bed time!

## Elderspeak creates a downward spiral

In a study, researchers videoed conversations between 20 residents and staff in aged care homes.

The researchers found that when the carers used elderspeak, patients became more aggressive, less cooperative and less receptive to care.

When staff spoke to them as though they were children, the older people grimaced, screamed and refused to cooperate with staff.

Dr Kristine Williams, one of the report's authors, told The New York Times that care staff who use elderspeak don't realise the implications of the language they're using. They don't realise they're giving older people the message that they're incompetent.

Little insults lead to negative perceptions of ageing

A fellow researcher, Becca Levy, associate professor of epidemiology and psychology, Yale University, said using 'elderspeak' contributes to poor perceptions of ageing.

"Those little insults can lead to more negative images of ageing," she told The New York Times.

"Those who have more negative images of ageing have worse functional health over time, including lower rates of survival."

Levy's research has shown that those who have a positive attitude towards ageing live 7.5 years longer than those with a less positive image of ageing, a larger increase than that associated with exercising more or not smoking.

What is 'elderspeak'?

Elderspeak is the practice of speaking to older people as though they were children.

The examples used by the researchers included 'good girl' and 'honey'.

They also tested the collective 'we', such as in the question 'how are we feeling?', which is both grammatically incorrect and implies the older person can not make a decision themselves.

Features of elderspeak include simple vocabulary, short sentences, slow, loud speech and inappropriately intimate terms of endearment.

How should we speak to older people?

Colin McDonnell, dementia consultant at Calvary Care, told HelloCare that speaking to older people as though they are children is humiliating and frustrating for them.

To begin with, McDonnell says older people should be called by their name and if they have a title, for example professor, then they should continue to be called by that title.

When you speak to older people, use a "normal" tone and "normal" language, McDonnell said.

"The way we communicate with older people is very important to maintaining their dignity and quality of life," McDonnell said.

## **CHSP Digital Landing Page – reablement resources**

Following consultation with the aged care sector, Health have designed a suite of products for Commonwealth Home Support Programme (CHSP) organisations to better understand, embed, and 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>

## **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, nationwide 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 @ 2 pm** to apply for one-off and/or recurrent funding.

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

## **Department of Health Updates**

Keep up to date – find all the updates here:

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