

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 next Regional CHSP Zoom will be held on **2 September 2021** at **10 am**

Zoom link to register –

<https://us02web.zoom.us/meeting/register/tZUocemsqltG9AWRWtb5DI3-P4TINdb2bej>

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

We still hope to have a face-to-face CHSP Forum planned for **17 November** in Nemingha at the Pavillion Function Centre (fingers crossed!).

NESST Free On-line Training Portal

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

An Introduction to Community Transport

Safe Driving for Community Transport

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.

Mental Health First Aid Training

NESST will be facilitating an Online Mental Health First Aid Australia Course to be held via zoom on 20 & 21 October 2021 with Trainer Deb Williams from Wesley Mission.

Registration link

https://us02web.zoom.us/meeting/register/tZEIceugrTgvGdXFpa9h8Kag8E7edT6n_DNa

Business Continuity Planning – Free Webinar

Wednesday 1 September 2021 Time: 10:30am – 12:30pm

This is an interactive training session for CHSP providers via Zoom platform. It will be facilitated by Lorraine Poulos and is sure to provide you with ideas and opportunities.

Outcomes:

- Review of your Business Continuity Plan
- How to complete and test scenarios
- Improved knowledge on funding model changes and implications for CHSP providers
- Ideas for future planning

<https://www.eventbrite.com.au/e/business-continuity-planning-for-chsp-providers-free-webinar-tickets-163458353335>

Social Support Syndicate

Our first meeting went very well with lots of discussions around covid restrictions and the sharing of creative ideas people are using to engage with clients. The consensus was that the future focus of this meeting be networking support and the sharing of activity ideas.

We will meet on the third Wednesday of the month from 2 - 3 pm

Due to the Mental Health Training the next meeting will be **Wednesday 13 October**.

For more information contact Jen@nesst.org.au

New England Dementia Forum

New England Dementia Forum being held via Zoom on **Tuesday 31 August 2021**.

Join your colleagues and our expert presenters to hear about some of the recent developments in the diagnosis, treatment and management of dementia, and the impact of dementia-related health conditions on individuals, carers, and the broader community.

<https://register.gotowebinar.com/register/1525634372393880591>

It has never been more important to give client's quick and easy access to services

We have had reports of unnecessary delay in getting services in place. Client access is impeded by the mishandling of referrals. Please only accept referrals where you can provide services. Clients can face unnecessary wait times if you do not respond correctly.

Check your details on My Aged Care Service Finder and make sure that your information is correct and that your footprint is not overstated. Do not say you provide services in towns where you do not operate.

You can edit and submit changes to your organisation's details by logging into the [service provider portal](#).

Ten Lockdown Mood-lifters

Millions of Australians are feeling the impact of extended lockdowns right now. Melbourne has clocked more than 200 days in lockdown and Sydney is experiencing weeks of lockdown with high case numbers of COVID-19. All of NSW is under restrictions/

Restrictions like these lockdowns test our mental and emotional agility and can affect our wellbeing and relationships. The Orange Toolkit have summarised their top 10 mood lifters:

<https://www.theorangestoolkit.com.au/resources/ten-lockdown-mood-lifters>

Aged Care provider Survey

The survey has been extended and the end date is now 30 August 2021. Your input is valued and will help to inform program design and a strategy for change management and support.

<https://www.113.vovici.net/se/13B2588B04B4ACB7>

Commonwealth Governments fact sheet on payment in arrears and unit costing

This fact sheet has been developed to provide CHSP providers with information on future reforms, payment in arrears and unit prices.

<https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-payment-in-arrears-and-unit-pricing-fact-sheet>

Create a COVID-19 check-in card

The COVID-19 check-in card is a hard-copy (printed) card with a unique QR code that contains your registered contact details. When you enter a COVID Safe business, a staff member scans your card and your visit to the premises is electronically recorded. If the business device is unable to read your QR code, the staff member will enter your details manually into the online webform.

The card provides an alternative check-in method for customers who don't have smartphones and/or those who are not comfortable using the Service NSW webform. Once you've created your card you can have it posted to you or download a printable version immediately.

If you lose the card, or your contact details change, you simply create a new card.

Note: This check-in method is only available at businesses that have a QR compatible device. It is not mandatory for businesses to accept COVID-19 check-in cards.

<https://apply.service.nsw.gov.au/covid-checkin-card/>

Cultural Diversity in ageing videos

The Centre for Cultural Diversity in Ageing has launched two good practice videos for the aged care sector.

- Commitment to Diversity and Inclusion
- Innovative Approaches to Inclusive Practice

In the videos, leaders in the aged care sector cover:

- their vision and experiences for culturally safe and appropriate aged care
- some of their processes, learnings and strategies for improvement
- positive outcomes resulting from their commitment to diversity and inclusion for all older people
- innovations as a response to COVID-19

<http://www.culturaldiversity.com.au/good-practice-stories>

Great online activities and video resource site

Alzheimer Scotland Action on Dementia has produced a fantastic online library of guided activities resources. It has exercises, book reading, music, singing, art, meditation, cooking, and gardening.

<https://www.alzscot.org/guided-activities>

2022 NSW Seniors Festival Grants program

The Grants Program provides \$200,000 in seed funding to organisations and councils to run local festival programs and activities that provide opportunities for people over 60 to remain active, healthy, engaged and contributing to their local communities.

Applications for the 2022 NSW Seniors Festival grants program will open on Monday 2 August 2021 and close Monday 30 August 2021.

To start your application visit: <https://facs.smartygrants.com.au/2022SFGrants>

Solving Australia's aged-care workforce challenge - PODCAST

Australia is facing a shortage of at least 110,000 direct aged-care workers within the next decade, unless urgent action is taken to boost the workforce.

That's one of the findings of CEDA's latest report, which also found the shortage will balloon to more than 400,000 workers by 2050 unless we take dramatic action.

<https://anchor.fm/ceda/episodes/Solving-Australias-aged-care-workforce-challenge-e15lgbk>

Stocktake of home care package providers scheduled to start in September

The Department of Health will be undertaking a stocktake of home care package providers to determine the types, volume and cost of care and services delivered.

The stocktake will capture data from 2020-21 and the questions will closely align with those asked in the 2018-19 survey.

It is scheduled to run between 20 September 2021 and 26 November 2021.

Data from the stocktake will be used to inform evaluation and continuous improvement of the delivery of aged care, in line with the Royal Commission into Aged Care Quality and Safety's final report.

The data could also assist the Department in workforce planning and may also be used to inform reform options for a new support at home program.

The stocktake will be sent to approved providers who are operating at the time the stocktake commences and who had care recipients during 2020-21. The data collected will not be used for any compliance activity. Findings from the stocktake will be publicly released subject to a representative participation rate being met.

Further information will be provided by the Department in coming weeks.

New South Wales State of Volunteering report.

The Centre for Volunteering, in partnership with the Department of Communities and Justice, is pleased to launch the inaugural New South Wales State of Volunteering report.

This in-depth analysis showcases the characteristics of volunteers, volunteering and volunteer-involving organisations. It produces a detailed cost-benefit analysis of the social, cultural and economic impacts of volunteering on communities in NSW.

The report was undertaken by the Institute of Project Management which surveyed more than 1,100 volunteers and received more than 1,000 responses from volunteer-involving organisations.

Discover the value of the nearly 4.9 million residents across NSW who gave more than 1.5 billion hours of volunteering in 2020; the benefit of which is approximately \$127 billion.

<https://www.volunteering.com.au/sovr/>

New national provider of Goods, Equipment and Assistive Technology under the CHSP

To expand the availability of Goods, Equipment and Assistive Technology (GEAT) services to older Australians, the department has engaged Indigo Australasia to deliver GEAT services Australia wide under the Commonwealth Home Support Programme (CHSP).

Indigo will supply, install and maintain a full range of GEAT to clients anywhere in Australia and will be available in all Aged Care Planning Regions. The additional service will operate alongside current GEAT providers and under the same requirements for all CHSP service providers.

It is not intended that the new national provider will replace GEAT services used by current CHSP providers in a client's service area. The aim is to:

- close GEAT service gaps and meet increased demand
- reduce wait times for clients (where an Occupational Therapist assessment is not required)
- give clients more choice when sourcing GEAT services.

From 16 August 2021, aged care assessors will be able to select Australian GEAT2GO (Indigo) as a GEAT provider in all regions of Australia when sourcing GEAT under the CHSP for their clients. Australian GEAT2GO has been created to uniquely differentiate the national GEAT provision from services currently provided by Indigo. For further information on how the national CHSP GEAT provider will operate, you can read the FAQs on the [department's website](#).

CHSP 2022–23 Extension Working Group

The Commonwealth Home Support Programme (CHSP) 2022-23 Extension Working Group was established in late June 2021 to provide advice and guidance to the department on matters affecting CHSP providers and reforms to payment arrangements, ahead of the extension of the CHSP from 30 June 2022 to 30 June 2023.

The Working Group will work with the department on the design of the 2022-23 extension of CHSP, as part of the CHSP transitioning to a single unified aged care model from 2023. This process aims to ensure providers can maintain services and viability during the transition from grant funding to payment in arrears.

The department received over 400 expressions of interest to be involved in the Group's work to prepare for future changes to CHSP grant arrangements. Working Group membership includes representatives from all states and territories, each of the CHSP service types, profit/not for profit, government, Aboriginal and Torres Strait Islander, multicultural, rural/remote, large, and small CHSP providers and sector peaks. A list of Working Group members can be found on the [department's website](#).

The Working Group held its first meeting on 5 July 2021 and will meet again in August 2021.

Visit the [department's website](#) to keep up to date with progress of payment in arrears and other CHSP extension reforms.

Connecting Up

Australian not-for-profit and charity organisations can access a wide range of donated and heavily discounted technology products through Connecting Up.

Register your organisation free and receive up to 96% off RRP on brands such as Microsoft, Adobe, Amazon, Zoom, Lenovo, and Acer, along with access to weekly webinars and workshops designed for people working in the not-for-profit sector.

[Click here to learn more.](#)

Dementia Essentials – FREE - CHSCAGE005 Provide support to people living with dementia - Tamworth February 2022

This nationally accredited course is designed to assist workers supporting people living with dementia. Strategies are explored to assist with good communication, planning, developing appropriate activities and understanding behaviour in people living with dementia. Suitable for all staff working with or caring for people with dementia.

Dates 11, 18, 25 February 2022

Time: 9am – 3 pm

Cost: Fully funded

Email Frances.Brown@dementia.org.au Phone: 02 88754664

What will aged care look like in five years?

Last month, the Government rolled out its Aged Care Reform Plan in a bid to change the sector for the better over the next five years.

The reform plan is a direct response to the Final Report from the Royal Commission into Aged Care Quality and Safety released in March.

It outlines the huge changes that need to be made in the aged care system to bring about high-quality care for older Australians.

The Aged Care Guide asked some of the main aged care peak bodies about where they think aged care will be in five years' time.

<https://www.agedcareguide.com.au/talking-aged-care/what-will-aged-care-look-like-in-five-years>

Aged Care Workforce Industry Council August Communique

The Aged Care Workforce Industry Council has released their August Communique, detailing progress on Strategic Action 6 of Australia's aged care workforce strategy, 'A Matter of Care'. For this and all communiques: <https://acwic.com.au/our-messages/>

FREE Training - Ageing and Disability Commission Website

These training resources are designed to improve the detections and response to abuse, neglect and exploitation of older people and adults with disabilities in their family, home, and community.

Module one is an introduction to the above and takes around 20mins. **Module two** will be released in the upcoming weeks and will **help organisations in strengthening organisations Policies and Procedures**, concerning workplace practice, creating reporting culture in the workplace and monitoring the effectiveness.

<https://www.ageingdisabilitycommission.nsw.gov.au/tools-and-resources/training>

Aged Care Reform Webinar Series

To view the recording of the webinars, click [here](#)

Justice Connect - New webinars available

[Understanding Your Not-for-profit's Constitution](#) - Tuesday 24 August, 12.45-2pm.

Home Care Workforce Support Program

The purpose of this grant opportunity is to provide \$91 million to assist providers to attract, train and retain approximately 13,000 new personal care workers. The grant program is part of a 2021-22 Budget Measure for a new Home Care Workforce Support Program and will run over two years, commencing in the second half of 2021. <https://www.grants.gov.au/Go/Show?GoUuid=19f39bbc-feed-43bd-84b3-3ed245ac5bf7>

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.

Department of Health Updates

Keep up to date – find all the updates here:

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

NSW COVID Rules

<https://www.nsw.gov.au/covid-19/rules>

Health Direct Covid Restriction Checker

<https://www.healthdirect.gov.au/covid19-restriction-checker/activity>