

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 Forum

We still hope to have a face-to-face CHSP Forum planned for **17 November** in Nemingha at the Pavillion Function Centre (fingers crossed!). we will make a decision on this in early October.

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

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/>

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

Driver Responsibilities and Transporting Clients - new

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 – CHSP only

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

Fees apply if you are not working in CHSP – please register on

<https://www.stickytickets.com.au/UPXS1>

Free Webinar Clinical Governance in CHSP services

A great free opportunity!

Wednesday 15 September 2021

10:30am – 12:30pm

Any queries or concerns please contact **admin @lorrainepoulos.com.au**

To Register click on link below:

Registration password: LPA

<https://www.eventbrite.com/e/166117115765>

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 15 September, then 13 October.**

For more information contact Jen@nesst.org.au

Ambulance fee exemption for COVID related transport.

Please let clients know, so they don't miss out on getting urgent medical assistance due to fear of the medical costs.

Any patient who receives an invoice from NSW Ambulance and their reason for treatment and/or transport is related to COVID-19, will be exempt from paying the invoice. The same applies for patients who have had an adverse reaction to a COVID-19 vaccine.

Patients who receive an invoice can contact NSW Ambulance on 1300 655 200 to request an exemption. An exemption can be **lodged online** – please login with your invoice number and follow the prompts.

More info can be found here:

<https://www.ambulance.nsw.gov.au/our-services/accounts-and-fees/exemptions-from-nsw-ambulance-fees>

Mandatory COVID-19 vaccination reporting requirements for CHSP and NATSIFACP providers

Commonwealth Home Support Programme (CHSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) home care providers will need to report and provide weekly updates every Tuesday on the COVID-19 vaccination status of the aged care workforce.

Starting on Tuesday 21 September 2021, all CHSP and NATSIFACP home care providers will be required to keep records of workforce COVID-19 vaccinations.

On Tuesday 5 October 2021, all CHSP and NATSIFACP home care providers will commence mandatory, weekly reporting via the [My Aged Care portal](#) for providers.

The new reporting requires CHSP and NATSIFACP home care providers to record de-identified data at a service level on the:

- total number of workers at each aged care service, and of those,
- the number of workers at each service who have received a single dose of a COVID-19 vaccine
- the number of workers at each service who have received all required doses of a COVID-19 vaccine.

If CHSP providers require administrative assistance to undertake this COVID-19 mandatory reporting requirement, they can submit an application through the [CHSP Emergency Support for COVID-19 grant opportunity \(GO3877\)](#).

Further information can be found in the updated [CHSP Manual](#), the [Fact Sheet – Guidance for in-home and community aged care providers](#) and on the [department's website](#).

The COVID-19 Aboriginal Community Response Grants Program

Small grants are available to support Aboriginal communities across NSW reduce their risk of being exposed to COVID-19 and enable them to manage the impacts of the pandemic.

Grants of up to \$10,000 are available for:

- Social and emotional wellbeing support
- Keeping communities connected
- Responding to immediate needs
- Advocacy and information

APPLY NOW

To apply for funding, you will need to complete and submit the application form through <https://aboriginalaffairs.smartygrants.com.au/>

Australian Community Sector Survey 2021

What is the survey about? The survey is about how the community sector is faring in 2021. All staff in community sector organisations in Australia are invited to participate.

What questions are asked? Questions are about the work that you do, levels of need in the community, and what would strengthen the sector. It takes around 10 -15 minutes for most people to complete but may take a little longer for CEOs and senior managers, who are asked some extra questions.

Who is conducting the survey? The study has been commissioned by the Australian Council of Social Service (ACOSS) on behalf of the COSS Network, with support from Bendigo Bank. The research team is Natasha Cortis and Megan Blaxland from the Social Policy Research Centre at UNSW.

https://unsw.au1.qualtrics.com/jfe/form/SV_6mwlxzmecqgcfk2

About Mental Moments

The 2021 Mental Moments Show is a month-long initiative designed to continue the conversation on the importance of mental health in aged care. The show will be broadcast throughout Mental Health Month (October)

Tune in everyday at 2:00pm (AEST) to view messages from special guests, hear tips and advice from mental health experts on simple ways you can boost your mental health and enjoy our weekly live show every Friday.

A range of resources has been developed for aged care providers to draw on to promote the Mental Moments Show and engage with your audience. More resources will be added as we lead up to the Show and throughout October.

<https://www.mentalmoments.com.au/>

Ageism Awareness Day

The first Ageism Awareness Day will be launched at 10am (AEST) on 1 October with an online launch event, and we'd love for you to join us.

This is a great opportunity to be involved even if you are not able to [host or attend a morning tea](#), as you'll be able to log-in and participate in the Ageism Awareness Day 2021 online launch from home.

Welcoming New Responsible People to your Charity - 15 September 2021, Online - Free.

With many charities holding AGMs and welcoming new board or committee members, this webinar will examine how to properly induct new Responsible People and emphasise the vital role they have in a charity's governance. It will provide practical guidance and tips for successful charity induction programs and focus on ACNC Governance Standard 5 - the Standard which establishes the key duties for Responsible People.

<https://www.acnc.gov.au/tools/webinars>

Indigenous Mental Health & Suicide Prevention Clearinghouse

The Indigenous Mental Health and Suicide Prevention Clearinghouse has been established to enhance and improve access to the Indigenous mental health and suicide prevention evidence base. The Clearinghouse is managed by the Australian Institute of Health and Welfare (AIHW) through funding from DoH.

The AIHW works closely with Indigenous stakeholders and experts through the Indigenous Mental Health and Suicide Prevention Clearinghouse Steering Committee to develop content for the Clearinghouse. The Steering Committee is chaired by Professor Pat Dudgeon and has representation from researchers, service providers, advocates, and government.

Information on the Clearinghouse will be regularly updated. Additional publications, data and research and evaluation material will be added as they become available.

<https://www.indigenoumhspc.gov.au/>

2020 Aged Care Workforce Census

This report presents the findings of the 2020 Aged Care Workforce Census (Census) conducted by the Australian Government Department of Health. It follows four previous similar reports on workforce data in 2003, 2007, 2012 and 2016.

<https://www.health.gov.au/resources/publications/2020-aged-care-workforce-census>

New England Dementia Forum

The Dementia forum was a great success! If you missed it follow the link!

<https://youtu.be/oX6E6AxAitc>

<https://thephn.com.au/education-resources/new-england-dementia-forum>

Inside Aged Care 2021

This report tracks national perceptions of the aged care industry. This is the 4th edition of the report. Timing of the reports is as follows:

- 2018 – Pre Royal Commission
- 2019 – During Royal Commission
- 2020 – COVID-19
- 2021 – Post Royal Commission & ongoing COVID-19 challenges

The data highlights movement in public sentiment across these vitally important time periods.

The report covers a wide range of subjects that can be used by multiple audiences to build policy, guide investments, and prioritise targeting approaches.

https://fasterhorses.consulting/wp-content/uploads/FH_Inside-Aged-Care_2021_Preview_230821.pdf

September is the international awareness month for dementia

The global campaign is spearheaded by Alzheimer's Disease International and is now in its tenth year. The theme this year is 'Know Dementia, Know Alzheimer's'.

Join the event program, listen to new podcasts and test your knowledge.

<https://dta.com.au/dementia-awareness-month-dta-website-news-piece/>

Short micro-courses - Dementia Discovery is designed to help those new to the workforce, who may have limited knowledge about dementia. It aims to increase knowledge about dementia with tips on where to next for training and resources.

<https://dta.com.au/dementia-discovery/>

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](#).

Aged Care and Other Legislation Amendment (Royal Commission Response No. 2) Bill of 2021.

Yesterday Greg Hunt introduced the Aged Care and Other Legislation Amendment (Royal Commission Response No. 2) Bill of 2021. This bill responds to recommendations of the Royal Commission into Aged Care Quality and Safety.

The bill includes:

Australian National Aged Care Classification for residential aged care.

Aged-care and support worker regulation. The royal commission recommended strengthening regulation of the personal care workforce and increasing protections for senior Australians from workers who pose an unacceptable risk of harm. This bill responds in part to recommendation 77 of the royal commission by establishing authority for nationally consistent pre-employment screening for aged-care workers and governing persons of approved providers. It also establishes a code of conduct, which will ensure poor behaviour of approved providers, workers and governing persons is held to account.

Extending the Serious Incident Response Scheme to home care or community-care setting from 1 July 2022. The new requirements seek to build provider capacity to identify risk, respond to incidents, and drive learning and improvements that will reduce the number of preventable incidents in the future.

Strengthening provider governance This bill improves the governance of approved providers from 1 March 2022. The amendments align with recommendations 88 to 90 of the royal commission, which note that good provider governance arrangements result in high quality care. A number of new governance responsibilities for approved providers and their governing bodies will be introduced, as well as new reporting requirements to assist senior Australians and their families to understand the operations of providers.

Enhanced information sharing a first step towards aligning the regulation of providers across the broader care and support sector. This sector covers aged care, disability support and veterans' care. Regulatory alignment will improve the consistency of quality and safety protections across the care and support sector while reducing the overall regulatory burden on cross-sector providers.

Independent Health and Aged Care Pricing Authority expands the functions of a renamed Independent Health and Aged Care Pricing Authority to also include the provision of advice on healthcare and aged-care pricing and costing, and to perform functions conferred on it by the Aged Care Act.

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-e15lgkb>

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

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](#)

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>