

## 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

## **Let it Shine! – National CHSP Conference on-line 23 -24 November 2021**

**Let it Shine!** is an online conference for everyone interested in the success of the Commonwealth Home Support Programme (CHSP) in supporting older people to live a connected and fulfilling life. It's a practical and honest opportunity to hear the voices of consumers, volunteers, and staff from our diverse communities.

Save the date! Watch this space for more information.

## **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](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>

## **Social Support Syndicate**

The next meeting will be **13 October 2021**.

For more information contact [Jen@nesst.org.au](mailto:Jen@nesst.org.au)

## **What's age got to do with it?**

This report identifies stereotypes, attitudes and beliefs about age that prevail in Australia, and captures some of the ways in which people in Australia understand and experience their impacts.

The research contributes to an increased community understanding of the age-based myths, stereotypes and misconceptions about younger adult, middle-aged and older Australians, and encourages a wider conversation on ageism in an intergenerational context.

The deliberate focus is on attitudes about age, rather than the resulting behaviours that can lead to age discrimination. The project involved a national online survey and focus groups.

The data builds a clear picture of the patterns of ageism across the lifespan in Australia, with 90% of survey respondents agreeing that ageism exists. Over half the survey respondents agreed that making jokes about age is more socially acceptable than making jokes about things like race or gender and two-thirds said it affected people across the lifespan.

<https://humanrights.gov.au/our-work/age-discrimination/publications/whats-age-got-do-it-2021>

### **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

Closes 19 November 2021

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 – closes next week

**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\\_6mwIxmecqcfk2](https://unsw.au1.qualtrics.com/jfe/form/SV_6mwIxmecqcfk2)

## 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.

## **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.indigenoumhspsc.gov.au/>

## **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/>

## 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>

## 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](https://fasterhorses.consulting/wp-content/uploads/FH_Inside-Aged-Care_2021_Preview_230821.pdf)

## Dementia Action Week

20 – 26 September 2021

Dementia impacts close to half a million Australians and almost 1.6 million Australians are involved in their care. The number of people living with dementia is set to double in the next 25 years. With so many people impacted now and into the future, it is vital we clear up some of the prevailing misconceptions about dementia.

People living with dementia can live active and fulfilling lives many years after diagnosis. Despite this, they often experience discrimination. In a recent Dementia Australia survey, more than 70 per cent of people believed discrimination towards people with dementia is common or very common.

The concept for Dementia Action Week was developed in consultation with [Dementia Advocates](#), who have a lived experience of dementia. The '[A little support makes a big difference](#)' campaign demonstrates that many people living with dementia can continue to live well for many years after their diagnosis. This year, the focus will also be on supporting and celebrating carers of people living with dementia.

<https://www.dementia.org.au/dementia-action-week>

## **Keeping Well During the Pandemic' – In-language online webinars for CALD Communities**

The COVID-19 pandemic has had a significant impact on our mental health and wellbeing, leaving many of us struggling with stress, sadness and many other emotions and experiences. As part of October's Mental Health Month, the Transcultural Mental Health Centre (TMHC) is organising a series of online webinars in multiple languages for members of CALD Communities.

The webinars will focus on the impacts of the COVID-19 pandemic on our mental health and wellbeing, how to recognise symptoms of mental distress in ourselves and others and provide information on where to seek help. The webinars will also provide tips and skills on how to manage stress and keep well during this challenging time.

The webinars will be in-language or in English with an interpreter.

<https://eccnsw.org.au/keeping-well-during-the-pandemic-in-language-online-webinars-for-cald-communities/>

## **Managing Mandatory Vaccine Policy for NSW-based Community Organisations – Justice Connect's on demand webinar**

Mandatory vaccination policies are a hot topic right now and keeping workers and clients safe is the number one priority. However, there's a complex maze of legal requirements to navigate when it comes to mandating employees to be vaccinated - like public health orders, WHS obligations, as well as anti-discrimination and industrial relations laws. Justice Connect's [free on demand webinar](#) explains the issues in ways that are easy to understand.

The Fair Work Ombudsman and SafeWork Australia have also published useful resources:

- [Fair Work Ombudsman guidance on COVID-19 vaccinations](#)
- [Safe Work Australia guidance on COVID-19 Information for workplaces](#)

## **Retain Volunteers - 26 October 2011, Online**

The Centre for Volunteering

Cost: \$0-\$145.

Does your organisation struggle to retain volunteers or do they need to review their approach to retaining volunteers?

Volunteer retention is one of the most challenging aspects of working in the volunteering sector. Whether you are a Volunteer Manager or working in a Volunteer Involving Organisation creating strong volunteer programs through effective retention is so important for the productivity, stability and culture of your organisation; not to mention it keeps costs down. Regular evaluation of your organisation's volunteer strategy and practices is an essential part of effective volunteer management.

<https://www.volunteering.com.au/event/retain-volunteers-with-penny-york/>



## **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](#).

## **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>

## **Introduction to the National Standards for Volunteer Involvement - 14 October 2021, Online**

The Centre for Volunteering

**Cost:** \$0-\$110.

The National Standards for Volunteer Involvement provide a sound roadmap to assist you in improving the performance of your volunteer-involving organisation.

This workshop will cover:

- An overview of the 8 National Standards for Volunteer Involvement
- The benefits and barriers to implementing the Standards
- Gap analysis against your organisation's current practice.

Participants will be provided with an invaluable tool to facilitate a self-audit and a copy of the Implementing the National Standards Guide and Workbook upon completion.

[More information and registration.](#)

## **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>

## **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/>

## **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](mailto: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](#)

## **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>