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

The CHSP Forum planned for **17 November** has been cancelled to encourage you all to tune in for the Department of Health's webinar. https://www.health.gov.au/health-topics/aged-care/aged-care-resources/webinars-for-the-aged-care-sector

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

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. To register: https://chsp.delegateconnect.co/ Cost $110

Aboriginal Cultural Awareness Training for CHSP only

$35 fee. Free for CHSP Volunteers

Please find attached invitations to our Aboriginal Cultural Awareness Training being presented by Dave Widders a very proud Anaiwan man from Armidale.

Armidale: 16 November 2021 - https://www.stickytickets.com.au/LZMKD

CHSP Volunteers may attend for free. Please contact Wendy to register all Volunteers and note services will be charged for any volunteers who register but don't attend on the day wendy@nesst.org.au

Introducing the "ABC of Unit Costing"

The Free Unit Costing tool & resources are now available

Unit Costing video on Vimeo: https://vimeo.com/643686417

The tools can also be downloaded from Carrie Hayter's website

https://www.carriehayter.com/training/calculate-the-cost-of-providing-home-support-services

We would really appreciate feedback on the tool.

New Resources Available: Trauma & Aged Care Support and Information Hub

Many older people have experienced trauma at some point in their life. Aged care workers can also be exposed to trauma as part of their work. Information and resources are available for people affected by trauma and those who support them.

https://www.phoenixaustralia.org/aged-care/

New fact Sheet: Payment in Arrears and Unit Pricing – October update

This fact sheet has been developed to provide CHSP providers with details on CHSP reforms and the administrative requirements for the 2022-23 CHSP Extension.

https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-payment-in-arrears-and-unit-pricing-october-update

Group Programs and COVID -19 Vaccination status

The Commonwealth have advised one of our colleagues they have no specific advice around recommencing CHSP group programs and that providers should follow NSW Public Health Orders. We have now had some clarification from NSW Ministry of Health.

'*I have been in touch with our public health team, and aged care day centres should adhere to the same advice that is on the website for disability day programs (outlined below)* … this will soon be updated on the NSW Health website.'

Commencing disability day programs

On 11 October 2021 the ***Public Health (COVID-19 General) Order 2021 (Order)*** commenced, lifting the stay at home orders for all of NSW. In line with the new Order, disability day programs may recommence across all of NSW.

In arranging activities, day program providers should maintain COVID-19 safe practices including:

- encouraging all residents, staff and volunteers to be fully vaccinated
- ensuring everyone wears a mask when indoors, unless they are exempted
- encouraging regular use of alcohol-based hand sanitiser
- maintaining a distance of at least 1.5 meters from other people
- have COVID-19 safe plans in place

Staff and participants should not attend if they have any COVID-19 symptoms

Where participants are not fully vaccinated providers are encouraged to continue to provide flexible options including online service delivery, individual activities and avoid group interactions unless the participants are from the same household.

New South Wales mandates COVID-19 vaccination for in-home and community aged care workers

The New South Wales Government today announced that by 9.00 am on 25 October 2021, any person who provides in-home and community aged care services to a person must have received their first dose of a COVID-19 vaccine. This includes all in-home and **Commonwealth Home Support Programme** workers. Workers are required to receive a second dose of a COVID-19 vaccine by 9.00am on 29 November 2021.For more information visit: Advice to home care service providers - COVID-19 (Coronavirus) (nsw.gov.au)

Redesigning your Volunteer Programs - 17 November 2021, Online

This webinar by The Centre for Volunteering will explore how to redesign your volunteer program online with the National Standards, and you will get a sneak peek at The Centre for Volunteering's new online digital Volunteer Management Handbook.

https://www.volunteering.com.au/event/seminar-3-redesigning-your-volunteer-programs/

Energy and water ombudsman

The Energy & Water Ombudsman NSW (EWON) is the NSW government approved dispute resolution scheme for electricity, gas, and some water customers. Energy & Water Ombudsman NSW (EWON).

EWON's services are free to customers and their advocates. We are independent, that is, neither an industry or consumer advocate. We investigate and resolve complaints based on laws, codes and regulations, and good industry practice to achieve fair and reasonable outcomes.

In addition to complaints management, EWON identifies, investigates, and resolves systemic issues arising from complaints and, as a result, influences government and regulator policy development through engagement and formal submissions. We also have an extensive community outreach program and conduct other awareness raising activities

These activities help s educate consumers, their advocates and community workers about energy and water issues, such as rebates, changing retailers, saving energy, payment plans and their rights and responsibilities. They also provide h an opportunity to learn about the issues affecting consumers firsthand.

EWON are currently offering virtual information sessions about energy and water, which cover support available for those experiencing financial difficulties and other issues generally or in relation to the COVID-19 situation.

If your organisation produces a newsletter, EWON have developed a series of basic energy and water articles to assist consumers understand their rights and what to do if they are having difficulties with their energy and (some) water retailers.

The articles are written in a basic easy to understand format and cover high and estimated billing, payment issues, where to go for help and energy and water savings and much more etc.

You can subscribe to newsletters or order publications from this link Publications and submissions (ewon.com.au)

Carer Knowledge Exchange

The Carer Knowledge Exchange is a new, three-year project that aims to improve outcomes for family and friend carers by 'connecting research to practice'. The project is a partnership between Carers NSW and the Institute of Public Policy and Governance (IPPG) at the University of Technology Sydney. It is proudly funded by the NSW Government.

The Carer Knowledge Exchange will enable carers, researchers, students, decision makers, professionals and service providers to share their knowledge and learn from each other.

It will feature:

- A searchable library of evidence-based publications about carers
- Regular events and webinars
- Opportunities to connect with others

Interested stakeholders can sign up to receive email updates or suggest a research publication by visiting: https://www.carerknowledgeexchange.com.au/

Australian Government Stronger Communities Programme Round 7

The Stronger Communities Programme provides each of the 151 Federal electorates with $150,000 to fund small capital projects. These projects aim to improve local community participation and contribute to vibrant viable communities. Federal Members of Parliament (MPs) identify potential projects and invite applications

https://business.gov.au/grants-and-programs/stronger-communities-programme-round-7

Mandatory reporting on COVID-19 vaccination for all CHSP providers

Mandatory reporting starts next week on **Tuesday 5 October 2021**, for all Commonwealth Home Support Programme (CHSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) home care providers on the COVID-19 vaccination status of the aged care workforce. Reporting is 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.

Additional information is available on the department's website and support is available through the CHSP Emergency Support for COVID-19 grant opportunity (GO3877).

Aged Care Workforce Industry Council September/October Communique

The Aged Care Workforce Industry Council has released their next 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/

Trauma & Aged Care Support and Information Hub

Many older people have experienced trauma at some point in their life. Aged care workers can also be exposed to trauma as part of their work. Information and resources are available for people affected by trauma and those who support them. https://www.phoenixaustralia.org/aged-care/older-people-families-and-carers/

Workforce advisory services for aged care providers

In response to the Royal Commission into Aged Care Quality and Safety, the Australian Government aims to improve choice and transparency for senior Australians and elevate the quality and safety of care provided across the sector through fostering investment and innovation by providers and boosting their overall resilience. The aged care workforce is a vital component to ensuring providers can deliver high quality, safe and respectful care. To support this aim, Australian Government announced funding to deliver Workforce advisory services (WAS) as part of the 2021-22 Federal Budget. The WAS also aligns with the broader Australian Government priorities to increase workforce skills and capabilities, especially in the aged care industry. PwC has been commissioned by the Department of Health to deliver the confidential and free WAS to the aged care industry alongside the Business advisory services (BAS) program.

Food Relief during COVID-19

Food relief in NSW is available for people who are experiencing hardship and do not have the means to obtain their own groceries.

Food relief is also available for people who have been directed to self-isolate by NSW Health and do not have the means to obtain their own groceries during the period of isolation.

Positive COVID cases and their close contacts who are directed to self-isolate by NSW Health, and do not have a means to obtain their own groceries, can contact NSW Health to arrange for food relief on **1800 943 553.** They can also contact Service NSW at www.service.nsw.gov.au or **13 77 88**.

The NSW Government has provided additional funding to Foodbank and OzHarvest to provide hampers, cooked meals, fresh food and other food relief products to community organisations, local councils and schools across NSW. Service providers can also get help from Foodbank www.foodbank.org.au or OzHarvest www.ozharvest.org

The Carer Gateway

The Carer Gateway provides services for carers including counselling, respite care (emergency and planned), personal care, domestic assistance, coaching, connecting you with other carers through peer support, purchase of laptops and mobile phones, online skills courses and financial support. There are additional services
Read More

Diversity and Discrimination – free on-line training

A diverse and inclusive workforce is good for business. It encourages acceptance and respectful behaviour and minimises the risk of discrimination.

This course will show you how to promote diversity and prevent discrimination in your workplace. It includes:

- information on how a diverse workforce can benefit your business
- tips to help you promote diversity and inclusion
- step-by-step guidance on preventing discrimination
- interactive scenarios to help you respond to a discrimination complaint
- downloadable resources and links to further information.

https://www.fairwork.gov.au/tools-and-resources/online-learning-centre/diversity-and-discrimination

FREE ADVISORY AND INFORMATION SERVICES

Build on the great work you do by accessing this NSW Government funded service. Check out the services provided aimed at assisting small and medium NFPs strengthen capacity and build effectiveness.

• Access free consultancy services in governance, strategy, evaluation or financial growth;
• Get advice on how to choose a CRM that is effective for your organisation or how to migrate your files to the cloud;
• Get a free 'legal health check' or advice on employment matters;
• Upskill your staff in telepractice or provide coaching for emerging leaders;

• Have a strategic conversation on how to efficiently and effectively use extra funds that quickly need to be spent.

New Palliative Care Portal

The CareSearch portal and interactive website is a federal health department initiative which aims to be Australia's major source of palliative care information.

CareSearch is designed to provide evidence-based best practice for help professionals, help patients and carers talk about death and dying and support informed planning and decision making.

The portal includes practical information, and specific resources for nurses, GPs and allied health professionals relevant to a variety of settings including the home.

It also has information tailored to issues relevant to patients and carers including living with illness, finding services, communicating with palliative teams and culturally appropriate care for diverse groups.

Constitution Tool for NSW-based incorporated associations

Need to draft or change your constitution? Justice Connect have launched a Constitution Tool for NSW-based incorporated associations. Taking just 20 minutes, the Constitution Tool asks you a series of questions in simple, plain English about how you would like your association to operate. It then generates a customised constitution

Read More

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

AIHW Report: Dementia in Australia 2021

Dementia is a significant and growing health and aged care issue in Australia that has a substantial impact on the health and quality of life of people with the condition, as well as for their family and friends. This online report provides a comprehensive picture of dementia in Australia, including the latest statistics on dementia prevalence, burden of disease, deaths, expenditure, as well as the use of health and aged care services among people with dementia *and* information on carers of people with dementia. https://www.aihw.gov.au/reports/dementia/dementia-in-aus/contents/about

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/

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

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

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 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