

## 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 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 was a great success!** The recordings are now available by clicking on "Program On Demand" on the left of the website. If you missed it but want access to the recordings you can still register.

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

## 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.

## Financial management training – Claim the date!

**Time:** 10am – 11.30am

**Date:** Wed 6<sup>th</sup> & Thurs 7<sup>th</sup> April 2022

**Format:** 2 x 90-minute online

**Presenters:** [Stewart Brown Accountants](#)

### Focus

The workshop will assist aged care service providers (both CHSP-funded & Approved Aged Care Package providers), to prepare for the new Aged Care system proposed by the Federal Government. The workshop will provide a practical, hands-on approach, giving workshop participants take-home tools and strategies that they can easily implement in their workplace. It will build on and support Carrie Hayter’s Unit Costings Tool, and will focus on:

- Unit costings
- Cashflow & cashflow management
- Revenue recognition
- Projections & reforecasting
- Seasonality & risk management
- Managing CHSP payment in arrears

More information will be available early next year

## **Australian Aged Care Collaboration Free Webinar – 13 December**

Join the Australian Aged Care Collaboration for this end of year webinar, to hear the latest updates on current Collaboration undertakings and a view to next year's projects. ACSA CEO, Paul Sadler and LASA CEO, Sean Rooney, will discuss the AACC's recent activities and progress, including recent advocacy activities around workforce, wages, and sector reforms; Work Program updates; and election campaign plans for 2022.

[https://us02web.zoom.us/webinar/register/WN\\_SqErk1FERqGKeQNhrwLkkg?ct=t%28ACSAWeekly25+November+2021%29](https://us02web.zoom.us/webinar/register/WN_SqErk1FERqGKeQNhrwLkkg?ct=t%28ACSAWeekly25+November+2021%29)

## **Five Pillars over five years –Distilling the Reforms**

A copy of the Paul Sadler presentation is now available on our web page:

<https://www.health.gov.au/resources/publications/five-pillars-over-5-years>

## **\$56 million to improve end of life care for Australians**

The Morrison Government will invest more than \$56 million to improve end of life and palliative care for Australians.

Minister for Health and Aged Care, Greg Hunt and Minister for Senior Australians and Aged Care Services, Richard Colbeck said as people approached the final stage of their lives it was vital they had access to the level of care they needed.

Of the 160,000 people who die in Australia each year, it is estimated approximately 50 to 90 per cent would benefit from receiving palliative care in the period leading up to their death.

More than \$37 million will be provided to the 31 Primary Health Networks (PHNs) across the nation to expand the Greater Choice for At Home Palliative Care program Australia-wide.

<https://www.health.gov.au/ministers/the-hon-greg-hunt-mp/media/56-million-to-improve-end-of-life-care-for-australians>

## **Hospital Discharge and Provision of Commonwealth Home Support to COVID Patients**

The Department of Health is aware there is high demand for Commonwealth Home Support Programme (CHSP) services and that some providers have limited capacity to take on new referrals, which can impact timely hospital discharge for some clients. Where possible, the department is seeking your assistance to provide timely community-based aged care supports to clients who are being discharged from hospital.

Where providers incur additional costs in supporting increased hospital discharges, they can apply for funding under the CHSP Emergency Support for COVID-19 Ad Hoc Round (GO3877) on the [GrantConnect website](#).

CHSP providers are also reminded that when a client is either suspected or confirmed with COVID-19, these clients should only be recommended for hospital admission where there is a genuine need for higher level clinical or medical supports. Where admission does not occur, CHSP providers are expected to continue service delivery and have appropriate COVID-19 procedures in place to protect their staff and clients.

CHSP providers must continue to follow state and territory restrictions and guidelines to ensure the safe delivery of essential aged care services and protect their employees, volunteers and clients.

## Head to Health Pop Ups

### Overview

Head to Health Pop Up services have been developed to support people of all ages living in NSW and the ACT, experiencing mental health issues. If your mental health is being impacted because of the COVID-19 pandemic, now is the time to reach out, even if you've never felt like this or asked for help before.

Call 1800 595 212

Take the first steps towards finding mental health and wellbeing support that is best for you. The sooner you talk about your mental health, the sooner you'll get the help and support you need, to help you move forward and feel stronger.

A trained professional will take your call, give you advice, and if you need it connect you to the best support or service for you.

## New National Aged Care Advisory Council established

Seventeen prominent Australians will provide expert advice on aged care issues and the implementation of the Morrison Government's \$17.7 billion reform agenda in response to the Royal Commission into Aged Care Quality and Safety.

Led by inaugural chair Andrea Coote, the National Aged Care Advisory Council will ensure aged care reforms meet the needs and expectations of senior Australians, their families and carers and the Australian community.

Minister for Health and Aged Care, Greg Hunt, said the Advisory Council formed part of the Australian Government's comprehensive response to the [Royal Commission](#).

"This is the most significant reform ever undertaken by an Australian Government to improve the care of senior Australians both in residential care and care at home," Minister Hunt said.

"This Advisory Council will play a key role in guiding that implementation, alongside a new Council of Elders and an Inspector-General of Aged Care.

“I welcome the appointment of all 17 members to the Advisory Council and I look forward to working alongside them as we ensure our aged care system delivers respect, care and dignity for our senior Australians.”

<https://www.health.gov.au/ministers/the-hon-greg-hunt-mp/media/new-national-aged-care-advisory-council-established>

## **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/>

## **Care and Support Sector Code of Conduct Consultation**

The Australian Government is consulting in relation to the development of an enforceable Care and Support Sector Code of Conduct (the Code) applicable to providers and workers across aged care, veterans' care and disability support.

Through preliminary engagement with key representatives in the care and support sector, a draft Code has been prepared using the existing NDIS Code of Conduct as a basis and [a consultation paper](#) has been developed to seek stakeholder views

## **Governance Health Checks - Free**

Does your community organisation need a governance refresh? Justice Connect Not-for-profit Law are offering free Governance Health Checks to eligible not-for-profit organisations in the social services and health sectors and Aboriginal Community Controlled Organisations based in NSW, thanks to the NSW Government's Social Sector Transformation Fund.

By providing you with one-on-one support from one of their in-house lawyers, they will help your organisation and board:

- stay on top of legal and governance obligations
- manage risk and embed good governance practices
- improve skills, knowledge and confidence to identify and deal with legal issues, and
- avoid penalties

If you are a not-for-profit organisation or Aboriginal Community Controlled Organisation in NSW, you may be eligible for free legal advice if you:

- are small-to-medium sized with a revenue of under \$5 million, and
- deliver services to people in the health and social services sector in NSW

[Find out more and register your interest in a Governance Health Check.](#)

## **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 \(Coronavirus\) \(nsw.gov.au\)](#).

## 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 Communiques**

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](http://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](http://www.foodbank.org.au) or OzHarvest [www.ozharvest.org](http://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 tele-practice 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>

### **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](mailto: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>