

## NESST Newsflash

Hi Everyone,

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## **NESST Recruits New Executive Officer**

We are more than a tad excited to report that we have successfully recruited our new Executive Officer. Christine Ryan will commence her transition into the role on 7 February 2022. Christine brings invaluable skills and experience to the organisation and will be a real asset to the region as she helps us to navigate these very interesting times.

## **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

## Financial assistance for extra costs incurred because of Covid-19

The objective of this grant (number GO3877) is to provide assistance through limited financial support to existing CHSP service providers to enable them to respond to unforeseen and exceptional circumstances that directly impact on existing service delivery arrangements that are beyond the control of the grant recipient, such as PPE; replacement staff for those on leave; Rapid Antigen Tests. This grant opportunity will provide funding for two groups of CHSP Providers, Group A CHSP Providers delivering any activity type(s) and Group B CHSP meals providers.

<https://www.grants.gov.au/Go/Show?GoUuid=6c903322-0521-8405-245c-dd56c93b7960>

## Subsidised for CHSP Providers: Online Mental Health First Aid Australia Course

To be held via zoom on **Thursday 17 February and Thursday 3 March. Cost \$50 per person.**

There are 2 components to the training:

1. **Online eLearning** – this is completed by each person at their own pace over 3 weeks – (RSVP date 27 January 2022)  
Each registered participant will be provided with a unique voucher to access their eLearning access to complete the 5 modules.
2. **Instructor Lead online** via Zoom 2 x 2.5 hours sessions – (17 February – 3 March 2022)  
Trainer Deb Williams will contact each participant and conduct a **quick 30-minute zoom** before emailing each participant their voucher to explain the initial log in process. Short zoom on Thursday 3 February 2022.

After completing the eLearning and 2 x 2.5 hours online zoom sessions the participants will be certified Mental Health First Aider for 3 years when they can complete a 4-hour refresher course. The participant will be able to identify the signs and symptoms of mental health problems, and support, or refer to the appropriate professional help.

When a person becomes a Mental health First Aider they can support friends, family members, colleagues and others

RSVP – No later than Tuesday 2 February 2022

**Registration link:** <https://www.stickytickets.com.au/5B94W>

## CHSP 2022-23 extension: new fact sheets available

The fact sheets are now also published on the department's website:

- [CHSP fact sheet](#) - Assistance with Care and Housing providers
- [CHSP fact sheet](#) - Sector Support and Development providers
- [CHSP fact sheet](#) - Specialised Support Services providers

## **Release of Seamless aged care: How to set up ‘Support at Home’ right, the first time, report**

The Support at Home Alliance, made up of a collaboration of 6 social support organisations, has released a report into the future of the home and community care system Australia.

The report:

- provides guiding principles on how the new ‘Support at Home’ Program should be designed;
- advocates for ensuring a human rights approach, with older Australians at the centre of the new service delivery model;
- proposes a new funding model based on fixed and variable components, building on a similar approach for residential care known as AN-ACC; and
- identifies a range of characteristics needed for high quality home and community care including the need to address workforce issues to improve services and support.

ACSA CEO Paul Sadler said it was critical the new aged care program gave older Australians the best possible services to help them live at home independently for as long as they choose.

“This report offers a blueprint on how to get home care right and make better services and options available to more than 1 million older people,” he said.

“Like many of the Royal Commission-recommended reforms, this is a once-in-a-generation opportunity to get home care right and there are some key steps the government can take now to ensure its success.

“Up towards the top of the list is the long-standing need to retain and attract workers in the aged care sector and specifically in home care.

“Workforce challenges mean older people are right now missing out on the services they need and deserve. This shortfall will only become exacerbated as plans advance for increasing home care places by 40,000 in 2021-22 and an additional 40,000 in 2022-23.

“Home care is also critical for increasing culturally appropriate care, including models for support delivered and designed for and by indigenous Australians.

“We have many choices to make and opportunities available with the reforms to home care and home support. The time for action has arrived,” Mr Sadler said.

The report was produced by a working party including ACSA, Ethnic Communities’ Council of NSW, Meals on Wheels Australia, Community Transport Organisation (NSW), Home Modifications Australia and NSW Neighbour Aid & Social Support Association. The Australian Health Services Research Institute at the University of Wollongong contributed to the paper’s development.

The report is available [here](#)

The Support at Home Alliance are also working on a follow-up paper to outline the design elements of achieving the principles and characteristics identified in the report.

## **Dementia Training (FREE)**

The following dementia and diversity training is provided by Dementia Training Australia free.

Courses are online and include short (10-30 minutes) and long (3 hours) training and offer a Certificate on completion. These courses are exceptional as induction or refresher training and suitable for people working with older people and/or working within the aged care sector. Absolutely brilliant – highly recommended!!

<https://dta.com.au/online-dementia-courses/>

## **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 soon.

## **Aged Care Specialist Officers**

Aged Care Specialist Officers (ACSO) will be part of My Aged Care face-to-face services. Initially there will be four ACSOs in Services Australia centres in NSW – Coffs Harbour, Hurstville, Orange, Wallsend. The number of Services Australia centres with ACSOs will expand to 70 by 2023.

ACSOs can assist with:

- providing in-depth information on the different types of aged care services
- checking eligibility for government-funded services and making referrals for an aged care assessment
- helping appoint a representative for My Aged Care
- providing financial information about aged care services
- connecting to local support services

For more information:

<https://www.servicesaustralia.gov.au/how-we-can-help-you-with-my-aged-care-face-to-face-services?context=55715>

## **Western Sydney Community Forum has launched the reforms portal for the aged care industry**

Helping Commonwealth Home Support Programme (CHSP) providers navigate the changes to payment arrangements

As you are no doubt aware, the way the Department of Health pays Commonwealth Home Support Programme (CHSP) service providers is changing. From 2022-23 providers will be paid monthly in arrears, with the new Support at Home Program due to commence in July 2023.

To assist CHSP providers navigate the changes for 2022-23 and beyond, Western Sydney Community Forum has prepared a suite of products.

To access the information please follow this link <https://www.wscf.org.au/chsp-payment-changes/>

## **10 Questions to Ask Series**

10 Questions to Asks is a series of leaflets written by nurses, doctors and experts with experience in aged care and informed by people with Lived Experience. Each leaflet focuses on an individual aspect of care to increase consumer knowledge and make the journey into residential aged care easier.

The project brings resources together in easily accessible leaflets that are endorsed by a number of credible professional and advocacy organisations.

You may find these leaflets useful when:

- Searching for a high quality residential aged care facility
- Reviewing the quality of your current residential aged care facility
- Deciding between two residential aged care facilities that appear similar.

<https://www.10questions.org.au/leaflets.html>

## **The Rural Adversity Mental Health Program**

The Rural Adversity Mental Health Program (RAMHP) has 20 Coordinators based across regional, rural and remote NSW who inform, educate and connect individuals, communities and workplaces with appropriate services and programs. We link people to local mental health services and resources, we educate workplaces and communities about mental health and wellbeing and we respond in times of natural disasters and severe adversity. Click here to find out more.

RAMHP is a state-wide program funded by the NSW Ministry of Health. Grand Pacific Health has been awarded the contract for the Rural Adversity Mental Health Program (RAMHP) coordination and management, by the NSW Ministry of Health.

Grand Pacific Health is a not-for-profit, primary health care organisation – delivering services and supports in rural and regional communities for almost 30 years.

GPH is a trusted provider of Primary and Psychosocial Mental Health, Youth Health, Aboriginal Health, Allied Health and Primary Care services.

## **NSW Ombudsman Complaint Handling Training February-June 2022**

The NSW Ombudsman is offering online courses during February-June 2022, on the topics of "Fundamentals of complaint handling", and "Managing unreasonable conduct by a complainant". Community service providers and not-for-profit organisations are eligible for a 20% discount on course fees.

[Read More](#)

## **\$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 percent 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**

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.](#)

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

## **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)

## **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>

## **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>

## **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

## **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>