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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New England CHSP Forum – Presentations

The forum was held on Tuesday 22 February 2022, with presentations by Paul Sadler and Professor Michael Fine.

Visit the NESST website to view a copy of presentations by Paul Sadler and Professor Michael Fine.

We hope to have recordings of their presentations available shortly.

Upcoming Events and Training

The Calendar of Events is sent out twice a year. Contact info@nesst.org.au if you would like to receive a copy of the calendar or visit our website Training and Events – NESST.

NESST Free On-line Training Portal

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:

A certificate of completion is emailed on completion.

To access the resources please follow this link: 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 management training – Claim the date!

Time: 10am – 11.30am

Date: Wed 6th & Thurs 7th 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.

NESST

Register Now: Mid North Coast CHSP Forum Thursday 21 April 2022

The CHSP Forums are provided in partnership by Blue Sky Community Services – Sector Support & Development and Booroongen Djugun – Aboriginal Sector Support & Development.

Blue Sky Community Services and Booroongen Djugun are providing a series of four CHSP Forum online via Zoom for CHSP service providers in the Mid North Coast, North Coast, Hunter & New England regions. The forums will be facilitated by Glen Sorenson - Age Communications and will run for 3 hours and will allow for a Q&A session at the end of the presentations.

The first of our forums will examine the impacts that policy changes and reforms will and are having on aged care in the home providers and the service they deliver.

Presenters: Forum 1 – CHSP Policy Issues

- **Troy Speirs** the Senior Policy Advisor at Leading Age Services Australia Ltd (LASA)
- **Paul Sadler** is the CEO of Aged & Community Services Australia (ACSA)
- **Michael Fine** Honorary Professor, School of Social Sciences, Macquarie University

Date: Thursday 21 April 2022

Time: 10am to 1pm

Where: Zoom – details and the Zoom link will be provided closer to the date.

Registration: online via https://bluesky.org.au/events/mid-north-coast-aged-care-forum/

Registration Fee: $20 ex GST per person

If you need more information, please contact either Paul Tracey or Rhonda Smith, details below.

Future forum details will be released in the near future.

- **26 April 2022** **Forum 2:** Changes Impacts on Services - speakers to be confirmed
- **4 May 2022** **Forum 3:** Employment in Aged Care - speakers to be confirmed
- **24 May 2022** **Forum 4:** Managing Change - speakers to be confirmed

Governance training for boards – subsidised training for CHSP providers from ACSA

As the home care sector moves closer toward the Support at Home Program, boards and executive management will be required to have a clear understanding of their obligations across a range of key issues. ACSA has listened to feedback that smaller providers and Boards want more tailored support which reflects their governance structures and operational challenges.

Register here: https://www.agedservicesworkforce.com.au/event/board-governance-for-chsp-home-providers/

NSW Government disaster recovery and relief

If you have been impacted by a natural disaster, you may be eligible for Disaster relief assistance and support from the NSW Government.

For more information follow this link: https://www.nsw.gov.au/disaster-recovery/disaster-relief-and-support

ACSA: Updated advice for Home Care Providers - RAT frequency

Further to feedback from members at yesterday's member update with NSW Health, conversations with members and members contacting NSW Health directly, please see updated advice regarding RAT for Home Care employees. ACSA advocated heavily on this matter. Deidre Gerathy, ACSA's Team Leader - Policy & Member Support took the lead on this – she was persistent to say the least! We believe this is a positive and helpful outcome for those of you operating in Home Care.

You must continue to consider the advice of the Chief Health Officer and your obligations with regard to the Quality Standards and WHS.

The screening advice for Home Care Providers has been updated on the following web pages:

- Home Care Service Providers - https://www.health.nsw.gov.au/Infectious/covid-19/Pages/home-care-latest-advice.aspx

The key update is regarding the frequency of RAT for staff

- Staff who have not yet had 3 doses of a COVID-19 vaccine should have regular RAT testing (for example twice per week for a full time staff member). Staff who have had 3 doses of a COVID-19 vaccine do not need to have regular RAT testing.

Please do not hesitate to contact me should you have any questions regarding the information above or anything else for that matter.

Anna-Maria Wade
Manager – Employee Relations | State Manager (NSW & ACT) | ACSA
P: (02) 8754 0400 D: (02) 8754 0405 M: 0410 274 872 W: www.acsa.asn.au

Communities and Justice – Storms and flood updates for services users and staff

This government website may provide some useful information for people affected by the floods that we have seen over the last few days. https://dcj.nsw.gov.au/storms-floods.html

National Aged Care Advisory Council

If you want to access and read a list of all members and read the communiques.

Council of Elders

In addition to the National Aged Care Advisory Council, the Australian Government is establishing a Council of Elders that will provide advice from senior Australians about aged care reform and ageing generally.

Find out more here: Aged Care Council of Elders | Australian Government Department of Health

Aged Care Industry Workforce Communique

The aim of the Aged Care Industry Workforce Council is to work with industry, government, employees, and consumers to ensure the workforce is suitably skilled and able to deliver safe, consistent, and high-quality care services to older Australians.

The latest communique is available here ACWIC-Communique-February-2022.pdf

Aged Care Quality and Safety Commission

Have you claimed your 4 free registrations for the Commission's ALIS learning platform? Commonwealth-funded aged care services have been offered up to four free registrations for each service location. These free registrations are available up until 1st July 2022.

Learn more and register here https://learning.agedcarequality.gov.au

Changes to SCHADS Award

Find out more here: MA000100_PR737905 (fwc.gov.au)

Closing the gap consultations

Find out more here:

Coalition of Aboriginal Peak Organisations NSW - NSW Aboriginal Land Council (alc.org.au)

Select your region from this page and you will be taken to the registrations for each town.

Subsidised Digital Skills Training for the Community Care Sector

Now's the time to improve the digital skills of your workforce with the help of your local Community College campus. Confident and efficient use of technology by workers in the care and support services sector is a strong focus of the government's national plan for digital transformation.

Short courses can teach care and support staff the digital basics they need to respond to new technologies in the workplace and provide a better service to their clients.

Eligible workers include:

- Care workers in aged care, community care and home care
- Allied Health professionals
- Retirement living staff
- Social support workforce
- Lifestyle and Wellness teams
- Volunteers

Call 1800 952 264 now to talk to us about fully subsidised training opportunities that can be tailored to your organisation's needs.

Community College Northern Inland - RTO 90027.

Concept Paper for a New Regulatory Framework for Aged Care.

The release of a Concept Paper for a New Regulatory Framework for Aged Care is the first step towards developing a regulatory framework that will inform a new Aged Care Act and support our future aged care system. The Framework will need to be contemporary, fit-for-purpose and support aged care reforms such as the new Support at Home program.

We encourage you to read the *Concepts for a new framework for regulating aged care* on the *Ageing and Aged Care Engagement Hub* so that when consultations start in the coming months to further design the framework, including how it will operate and work in practise, you can sign up to contribute your thoughts.

To start, we are also hosting a webinar on **Tuesday, 8 March from 2:00 to 4:00pm AEDT** about the Support at Home Program and Regulation.

You can register *here* for the webinar and you can find out more information about the Support at Home Program on the *department's website*.

Regulatory Design Strategy team
E: *QADRegDesignhealth@health.gov.au*

Justice Connect

The Justice Connect webinar program is a quick, low-cost way to get up to speed on a range of legal issues that come up when starting and running a not-for-profit organisation. You have the option to join live or watch on demand at a time that suits you. The webinars are aimed at small to medium not-for-profit organisations and presented by lawyers and guest presenters. On this page you'll find our upcoming webinars program and access to recordings of those run recently:

Find out more here: https://www.nfplaw.org.au/training/webinars

CHSP 2022-23 extension: new fact sheets available

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

- Assistance with Care and Housing providers
- Sector Support and Development providers
- Specialised Support Services providers

Link: https://www.health.gov.au/resources/collections/commonwealth-home-support-programme-2022-23-extension-fact-sheets

Support at Home Program and Regulation Update – Webinar

This webinar will discuss the Support at Home Program overview and summary documents recently released. The status of Support at Home regulation development and upcoming consultation opportunities will also be highlighted.

Webinar date: Tuesday, March 8 2022 2:00 pm to 4:00 pm AEDT

Webinar link: https://tinyurl.com/ynze96er

Support at Home co-design and consultation calendar

The Department of Health timeline for co-design and consultation of the Support at Home program is available here in Word and PDF.

Goal Directed Care Planning Resources

Kate Pascale and Associates is a capacity building consultancy firm based in Victoria. There are a range of resources on their website on goal directed care planning for CHSP services here. The direct link to resource on monitoring, feedback and review is here.

NAIDOC Local Grants Program

The Australian Government is inviting applications for funding through an open process in 2021-22 for the 2022 NAIDOC Local Grants Round, delivered under Program 1.4 – Culture and Capability of the Indigenous Advancement Strategy (IAS).

This grant round provides funding to Indigenous and non-Indigenous organisations to contribute to the costs of local and regional NAIDOC activities across Australia. NAIDOC activities should align with the 2022 theme 'Get Up! Stand Up! Show Up!'

Find out more here: https://www.communitygrants.gov.au/grants/naidoc-local-grants-program

COVID Booster Reporting for CHSP

From 25 January 2022, residential aged care providers and in-home and community aged care providers must report each Tuesday on workers' booster doses through the My Aged Care provider portal. In 2022, all aged care providers must continue to report on COVID-19 vaccinations and exemptions via the portal each Tuesday.

The Quick Reference Guide and page 84 (2.6.1) of the My Aged Care Provider Portal User Guide include steps on COVID-19 vaccination reporting.

The introduction of reporting on third doses and booster doses in November required a change to the existing My Aged Care forms. Residents or workers previously reported as having received 'all required doses' are now reported as having had '2 doses'.

My Aged Care captures data on first and second doses separate to booster doses. This enables monitoring of providers' progress toward 100% vaccination rates for first and second doses, separate to booster dose vaccination rates. All aged care providers are required to report on workers' exemptions to a COVID-19 vaccination under state and territory public health orders. Not all exemption categories in My Aged Care are relevant to each jurisdiction. Providers should ensure they are familiar with the public health order relevant to them.

Some in-home and community aged care workers may not be required to be vaccinated under relevant public health orders.

If a staff member is not required to be vaccinated, services should include them in the total number of workers reported through My Aged Care. If the worker has disclosed their vaccination status, services should include them in reporting for first dose, second dose and booster reporting.

In-home and community aged care workers not required to be vaccinated under the relevant public health order will be taken into account in any worker vaccination compliance under the public health orders.

Support at Home Assessment Trial Living Lab and Advisory Group

A new aged care assessment model incorporating a new assessment tool and process is being developed as part of the new Support at Home program.

A 'Living Lab' trial to test and improve the assessment model will occur in the first half of 2022. The department has engaged Flinders University which is working with the Global Centre for Modern Ageing to deliver this trial.

A Trial Advisory Group of 14 members has been established to provide ongoing advice as the trial progresses. Members are from assessment, consumer, service provider and health professional backgrounds. Their first meeting was held on 19 January 2022. You can find the list of members on the Reform to in-home aged care web page.

If you have further questions, please email SAH.implementation@Health.gov.au

Get involved: Aged care services encouraged to pilot new quality measures

The department is developing additional quality indicators for the National Aged Care Mandatory Quality Indicator Program, for use in residential and in-home aged care.

Providers of residential and in-home aged care services are invited to register for a six-week pilot program to test and assess new proposed quality indicators. The pilot will start in **March 2022**.

This is an opportunity to shape future quality measures for aged care and support your readiness for future expansion of the QI Program.

Please register your interest by clicking the link on the Ageing and Aged Care Engagement Hub

Suicide Prevention for Seniors Program (NSW)

Would you know what to do if someone you support was experiencing thoughts of suicide?

Anglicare's Suicide Prevention for Seniors Program equips aged care workers with the knowledge to help prevent suicide.

The free program includes an online general suicide prevention course followed by a workshop contextualising the training for seniors. Both sections should take about three hours to complete.

The program is funded by the NSW Government. To be eligible, you need to be working with older people and based in NSW.

If you are interested, please email Program Coordinator Nancy Gewargis at nancy.gewargis@anglicare.org.au or visit the Anglicare website.

COVID-19 Grief and Trauma Resources for Aged Care

The Australian Centre for Grief and Bereavement (ACGB) offers COVID-19 grief and trauma resources for aged care residents, home care recipients, community workers, residential aged care staff, volunteers and other organisations associated with aged care.

The supports include written resources, bereavement counselling, webinars, online courses and support groups.

See the Department's COVID-19 aged care grief and trauma support services page for more information and links to other resources.

Bringing the voices of senior Australians to the centre of aged care reform

A key recommendation of the Royal Commission into Aged Care Quality and Safety, the Government established the Council of Elders as part of new governance arrangements arising from our aged care reforms.

The role of the council will be to consult with senior Australians to provide advice to Ministers on a range of matters including aged care quality and safety, the needs of senior Australians and their families and carers and the rights and dignity of senior Australians.

Attending the first meeting today, Minister for Health and Aged Care, Greg Hunt, and Minister for Senior Australians and Aged Care Services, Richard Colbeck, said the Council of Elders will play a critical role in making sure that those most central to the aged care system, senior Australians, have significant input into shaping the future of aged care.

https://www.health.gov.au/ministers/the-hon-greg-hunt-mp/media/bringing-the-voices-of-senior-australians-to-the-centre-of-aged-care-reform

Communicating with the Home Services Sector

The Aged Care Quality and Safety Commission (the Commission) has engaged the University of Sydney Technology (UTS) to consult with providers, workers, consumers (and their families) in the aged care home services sector about how to strengthen the Commission's communications and engagement with the sector.

More information about the role of the Commission can be found here.

More information about this consultation research project can be found here.

Upcoming aged care sector engagement activities

You can register for opportunities by Signing Up or find out how to get involved in engagement activities by visiting the Get Involved page.

Find out more here: https://agedcareengagement.health.gov.au/upcoming/

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
- 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.

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

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!!

Find out more here: 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.

Top Tips for Volunteer Managers - 23 February 2022, Online

Topics covered in this forum by The Centre for Volunteering will include: your role as a volunteer manager; the definition and importance of volunteer management; first steps and actions for a new or current Volunteer Manager; recruiting and managing volunteers; attracting volunteers and managing expectations; and retention and engagement of volunteers post-COVID.

Presenters: Reeve Koelmeyer and Julia Torrisi, NSW and ACT Volunteer Engagement Advisors with The Smith Family.

Find out more about this free workshop here: https://www.volunteering.com.au/event/smith-family/

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 follow this link:

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

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

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.

$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.

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

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 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

Details about the Council Members is now available here National Aged Care Advisory Council | Australian Government Department of Health, as well as links to the December 2021 and January 2022 communiques.

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.

Follow this link for more information: https://www.phoenixaustralia.org/aged-care/

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.

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

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

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

And the link to Advice to Home Care Providers (CHSP and HCP) is Advice to home care service providers - COVID-19 (Coronavirus) (nsw.gov.au)

Health Direct Covid Restriction Checker

https://www.healthdirect.gov.au/covid19-restriction-checker/activity