

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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Current Forums and Training

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

NEW: Introduction to Good Governance for Community Aged Care Services – a brief tutorial aimed at Boards and Management Committees

Are there any topics you would like included in the Training Portal? Send an email with suggestions.

Feedback on Aboriginal Cultural Awareness Training with Dave Widders

If you attended cultural awareness training, we would appreciate you completing this survey <https://www.surveymonkey.com/r/QKWWS3M>

LGBTQ Inclusive Practice Webinar

Brought to you by NESST in conjunction with Blue Sky Community Services

Learners will first complete a one hour eLearning module, as an introduction, then join a facilitated webinar on Zoom with a qualified ACON trainer.

This webinar will help advance your understanding of LGBTQ culture and unique health aspects with a focus on inclusive practices for aged care.

The webinar will include opportunities for discussion, compelling video content from the community and engaging activities.

[LGBTQ Inclusive Practice for the Aged Care Sector - Sticky Tickets](#)

CHSP Policy Issues Forum Thursday 21 April 2022

Blue Sky Community Services – Sector Support & Development and Booroongen Djugun – Aboriginal Sector Support & Development are hosting four forums in April and May, with providers from the New England invited to participate.

The forums will be facilitated by Glen Sorenson and the first forum will examine the impacts of policy change for home care providers. Presenters are:

- **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

Registration: [Mid North Coast Aged Care Forum - Blue Sky Community Services](#)

Registration Fee: \$20 ex GST per person

Details on subsequent forums will be released soon.

- **26 April 2022 Forum 2:** Impacts and Change – Register here:
 - [Mid North Coast Aged Care Forum 2 - Blue Sky Community Services](#)
- **4 May 2022 Forum 3:** Employment in Aged Care - speakers to be confirmed
- **24 May 2022 Forum 4:** Managing Change - speakers to be confirmed

Multicultural Conference – 19 May 2022 On-line

CALDWays 2022 will be an exciting national online event with many great speakers presenting throughout the day. This event is perfect for aged care providers and their staff to gain new knowledge and expertise in the provision of services for Culturally and Linguistically Diverse (CALD) senior communities.

[To register](#)

Marketing... Its purpose in the Care and Support Sector - 12 April 2022 on-line

This is for NDIS but may have relevant content for CHSP, considering the direction of the Support at Home reforms.

The BLCW Program is facilitating a Webinar to support new Disability Providers to attract participants and market business services to support business growth, sustainability and choice and control for sector participants.

To register your attendance -

[Marketing...It's purpose in the Care and Support Sector Registration, Tue 12/04/2022 at 1:00 pm | Eventbrite](#)

Aged Care Reform

Aged Care Engagements on Reform

Sign up to stay informed on the design and implementation of aged care reforms.

The link is: [Aged care registration form \(qualtrics.com\)](https://www.qualtrics.com/aged-care-registration-form)

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.

Point of Delivery Payment Platform design

There is an opportunity for providers to provide input on Point of Delivery Payment Platform design for the Support at Home Program being conducted by the Department of Health.

It is noted on the [Ageing and Aged Care Engagement Hub](#) that participants will be “provided with an overview of the proposed platform, drawing on initial proof of concept work conducted in late 2021 by the department”.

Providers can email SAH.implementation@health.gov.au for EOI details. The closing date is **6pm AEST Tuesday 12 April 2022**.

Further consultation activities and dates are provided in the [Support at Home Consultation Calendar](#), with consultations to be advertised on the Ageing and Aged Care Engagement Hub.

New accommodation design standards for residential aged care

[Help us improve aged care home design | My Aged Care](#)

[New accommodation design standards for residential aged care - Australian Government Department of Health - Citizen Space](#)

This is for residential care but will be relevant for some of your clients. There is a survey link for clients and carers. Responses can also be sent on paper copy with a reply-paid envelope, call 1800 318 209

This could be an interesting and meaningful group activity for social support.

Support at Home Program and Regulation Update webinar

The recording of the webinar, held on 8 March, is now available on the Department’s website and on YouTube. Go here: [website](#) OR [YouTube](#)

Keep an eye on the website for responses to questions raised at the webinar

[Reform to in-home aged care | Australian Government Department of Health](#)

Concepts for a new framework for regulating aged care

Paper outlining early thinking in developing a new regulatory framework to support the future aged care system. Published on 8 February 2022 and available in Word and PDF here:

[Concepts for a new framework for regulating aged care](#)

Support at Home Program Overview

This Paper provides an overview of the proposed design for the new Support at Home Program, commencing July 2023. Published on 6 January 2022 and available in Word and PDF here:

[Support at Home Program Overview | Australian Government Department of Health](#)

Options for an Assessment, Classification and Funding Model

HealthConsult report identifying and evaluating options to develop an Assessment, Classification and Funding model for the varied needs of older people and their informal carers at home and in the community. Published 27 May 2020 and updated on 6 April 2021.

[Options for an Assessment, Classification and Funding Model for a Single In-home Care Program | Australian Government Department of Health](#)

National Aged Care Advisory Council

Details about the Council Members is now available here [National Aged Care Advisory Council | Australian Government Department of Health](#), as well as links to communiques.

Seamless Aged Care: How to set up 'Support at Home' right, the first time

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 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.

Download the report here [Support-at-Home-Alliance-Position-Paper.pdf \(acsa.asn.au\)](#)

Productivity commission report Aged Care Employment

[Issues Paper](#)

Further information here or make a submission [Aged Care Employment - Productivity Commission \(pc.gov.au\)](#)

Budget 2022–23: Ageing and aged care

A collection of fact sheets from the 2022–23 Budget.

[Budget 2022–23: Ageing and aged care | Australian Government Department of Health](#)

Includes:

\$48.5 million for 15,000 additional aged care training places for new and existing personal care workers, to a total of 48,800 places.

\$5.4 million to continue consultation and development of a new regulatory framework for aged care.

\$6.1 million to continue the rollout of regionally focused Department of Health staff in Primary Health Network regions.

Aged care workforce action plan 2022 – 2025

This plan outlines the Australian Government’s actions to grow, skill and enable an aged care workforce that delivers safe, high quality care that puts senior Australians first.

[A Matter of Care: Australia’s Aged Care Workforce Strategy | Australian Government Department of Health](#)

COVID-19

NSW deadline for booster doses for aged care workforce – 12 April 2022

As of 3 March 2022, it is now mandatory in New South Wales for all in-home and community aged care workers to have three doses of a COVID-19 vaccine.

All workers must provide evidence of having received at least 3 doses of a COVID-19 vaccine OR if the person has received 2 doses of a COVID-19 vaccine and it is not after the later of the following:

- 12 April 2022 OR
- 6 weeks from the due date for the persons 3rd dose (due date is 13 weeks after the persons second dose).

For further information on NSW Public Health Orders and advice for aged care services [COVID-19: Advice for aged care services - COVID-19 \(Coronavirus\) \(nsw.gov.au\)](#)

COVID Booster Reporting for CHSP

From 25 January 2022 providers must report every Tuesday on COVID-19 vaccinations, exemptions and booster doses.

Report through your My Aged Care Portal. Find the Quick Reference Guide – How to view, add and update COVID-19 vaccination data here:

[Quick Reference Guide – How to view, add and update COVID-19 vaccination data | Australian Government Department of Health](#)

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.

Commonwealth Home Support Programme (CHSP) – Emergency support for 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.

Closing date for the grant is 30 June 2022. Find more information and apply here:

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

Where providers incur additional costs in supporting increased hospital discharges, due to COVID-19, they can apply for funding under this grant.

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. Contact [Foodbank](#) or [Ozharvest](#) for more information.

Coronavirus and Australian workplace laws

The Fair Work Ombudsman provides Information on workplace laws, obligations and entitlements for employers and employees during the coronavirus pandemic.

The link is: [Coronavirus and Australian workplace laws - Fair Work Ombudsman](#)

Grants and Funding Opportunities

Governance Foundations for NFP Directors course

AICD Scholarship - Applications for the 2022/23 Not-for-Profit Scholarships Program are open from Monday, 4 April until Sunday, 1 May 2022

[Scholarships \(companymagazine.com.au\)](https://www.companymagazine.com.au/scholarships)

FRRR Strengthening Rural Communities Program

This program aims to give the thousands of small remote, rural and regional communities across Australia an opportunity to access funding to support broad community needs.

The current funding round closes on 31 May for small grants, with expressions of interest for larger grants due by 12 April. Find out more and apply here: [Strengthening Rural Communities | FRRR](#)

Club Grants

Grants are open in Armidale and Tamworth. Visit their website for more information or to sign up to receive notifications about grants in your area.

[Welcome to ClubGRANTS | ClubGRANTS](#)

GrantConnect

GrantConnect is the Australian Government's grants information system. From 22 February 2022 GrantConnect is the single source of information for grant opportunity documents.

To register for GrantConnect, go to www.grants.gov.au.

Emergencies and Natural Disasters

NSW Government disaster recovery and relief

Information on disaster relief and support is available here:

[Disaster relief and support | NSW Government](#)

Disaster Assist

Australian Government website with information about available support during disasters, as well as a range of resources. The link is [Disaster Assist](#)

Other Resources and Information

My Aged Care Portal - Profile tips for Commonwealth Home Support Programme providers

The My Aged Care website now includes My Aged Care Portal tips and tricks for CHSP Providers. There is information about what to include in your portal information as well as guidance on how to make changes. Link to the page is: [Profile tips for Commonwealth Home Support Programme providers | My Aged Care](#)

The My Aged Care Provider Portal User Guide can be viewed and downloaded [here](#).

Aged Care Workforce Industry Council Survey

The Aged Care Workforce Industry Council's purpose is to provide a unified body to oversee, coordinate and sequence the implementation of [A Matter of Care – Australia's Aged Care Workforce Strategy](#). A survey on the Current State and Emerging Trends of the aged care workforce is now open.

Go here to complete the survey: [Survey Link](#)

Indirect employment in aged care

The Productivity Commission has released an aged care issues paper on indirect employment in aged care and is seeking submissions or brief comments by Friday 29 April 2022. Download the paper or respond here: [Aged Care Employment - Productivity Commission \(pc.gov.au\)](#)

When Older People Feel Sad – A resource for support staff

The [Australian Association of Gerontology](#) has released a resource for aged care support workers on what to do when older people feel sad. It is an easy and quick read and provides examples of what to do and say to support older people who feel sad.

View the resource here: [When Older People Feel Sad](#)

Single Use Plastic Ban

From 1 June the use of lightweight plastic shopping bags is banned in NSW. From 1 November the following items will be added to the banned list:

- Single use straws, stirrers and cutlery
- Single use plastic bowls and plates
- Expanded polystyrene foodware

Exemptions will apply for providing a plastic straw for people with a disability or medical need.

The ban applies to not for profit organisations carrying on an activity for charitable, sporting, education or community purposes. For example, a community group, not-for-profit organisation or charity, including those that use a banned item as part of a service, for daily activities or during fundraising events. Find more information on the following sites:

[Social Pinpoint | Plastics ban nsw \(mysocialpinpoint.com.au\)](#)

[Single-use plastics banned under new law | NSW Government](#)

Workplace Wellbeing – Hear2Talk

Hear2Talk provides confidential, independent, and skilled phone-based support to help manage challenging experiences and emotions. This is a free service for people in NSW experiencing mental health challenges or poor wellbeing and is funded by the State Insurance Regulatory Authority.

More information here: [Hear2Talk | Neami National](#)

Older Australians' Digital Engagement in Turbulent Times

National Seniors Australia has released research on digital behaviours of older Australians. Read the paper here: [NationalSeniors-Digital-Engagement-Report-Mar2022-Final.pdf](#)

Australian Aged Care Collaboration

The Australian Aged Care Collaboration launched its election campaign with the release of an Election Statement and Priced out: Aged care wages and living costs.

Download both here: [Download the Report: It's time to care about aged care](#)

Aboriginal Community Benefit Fund liquidation

Do you have clients impacted by the liquidation of the Aboriginal Community Benefit Fund (funeral insurance)? Find out more about support and assistance available, including how to make sure direct debits are cancelled.

[Financial Rights Legal Centre - Advice and advocacy for consumers in financial stress.](#)

Changes to the SCHADS Award

Information about changes to the SCHADS Award from 1 July 2022 is available from the Fair Work Ombudsman here:

[Changes to minimum payments](#)

Centre for Social Impact's Indicator Engine

Amplify Social Impact (Amplify) provide a range of solutions to help the social sector measure, understand, and achieve social change. They are launching The Indicator Engine, which is the first consistent, evidence-backed, and easy-to-use impact measurement tool available to the Australian for-purpose sector for free or at a low-cost (depending on the type and size of your organisation).

Register to attend the event on 16 March here: [Launch: Amplify Social Impact Online, Hosted online, 16th of March | Humanitix](#)

And learn more about Amplify here: [Amplify Social Impact | Amplify Social Impact \(csi.edu.au\)](#)

Goal Directed Care Planning Resources

Kate Pascale and Associates is a capacity building consultancy firm based in Victoria. A range of resources are available from their website on goal directed care planning for CHSP services [here](#).

Client monitoring, feedback and review resources are [here](#).

Justice Connect – Free Constitution Tool

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.

Find out more or use the tool here: [A Constitution Tool helping NSW-incorporated associations – Justice Connect](#)

Free Governance Health Checks

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.

Find out more information and apply here: [SSTF: Governance Health Checks | Not-for-profit Law @ Justice Connect \(nfplaw.org.au\)](#)

Aged Care Specialist Officers

Aged Care Specialist Officers (ACSO) are being introduced in Services Australia centres, to assist older people access aged care services. Further information about the program can be found here:

[How we can help you with My Aged Care face-to-face services - My Aged Care face-to-face services - Services Australia](#)

Please note, there are no ACSO’s in the New England region yet.

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.

Training Resources

Links and information about on demand and ongoing training.

Governing for Reform in Aged Care Program: Provider governance

In response to the Royal Commission's final report *Care, Dignity and Respect*, the Australian Government is launching an innovative and highly tailored learning program for aged care leaders.

The Governing for Reform Program, led by the Aged Care Quality and Safety Commission, will support approved providers to get ahead of reform – strengthening their governance, policies and processes, leading change from the top and providing practical tools and guidance.

The program provides an opportunity for leaders to implement best practice in aged care governance and ensure the provision of safe and high-quality care. The program will provide access to highly specialised supports including workshops, online learning, podcasts, networking opportunities, coaching and webinars.

The Commission encourages all governance bodies, boards, and aged care leaders to participate in the program to be part of a collective drive to transform the aged care sector.

This learning program is available for CHSP. The enrolment page does reference home care approved providers but once you begin registration you select chsp.

[Enrol now](#) for the free Governing for Reform Aged Care program.

Critical Conversations Program

The Hunter Region and MDS Sector Support, in association with [TAG Health](#), are offering free access to their Critical Conversations Program for organisations in our region. The Program has six modules, being:

- The Aged Care Quality Standards
- Clinical Governance for Boards
- Clinical Governance for Staff
- All things data
- Actioning variation part one
- Actioning variation part two

The resources can be accessed by using the following link which will take you to a Trello Board:

<https://trello.com/invite/b/ss8CkkCy/73e887441a11c2f8ec0bc46de5cab01b/chsp-critical-conversations>

You will have access to the range of “done for you” resources as well as access to the recordings of the Critical Conversations of both Hunter and Macarthur regions.

You can contact Claire Bishop from MDS at claire.bishop@mdservices.com.au if you have any queries.

Subsidised Digital Skills Training for the Community Care Sector

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.

Contact Community College Northern Inland on 1800 952 264 (RTO 90027).

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>

Justice Connect

Watch live and on demand webinars on starting and running a not-for-profit organisation on the Justice Connect website. The webinars are aimed at small to medium not-for-profit organisations and presented by lawyers and guest presenters. Find information on upcoming webinars and access to recordings here: <https://www.nfplaw.org.au/training/webinars>

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.

[Diversity and discrimination - Fair Work Ombudsman](#)

Dementia Training (FREE)

Highly recommended range of short (10-30 minute) and long (3 hours) training courses on a wide range of topics related to dementia. Certificate on completion.

Find out more here: [Online Dementia Courses | DTA](#)

NSW Ombudsman Complaint Handling Training February-June 2022

The NSW Ombudsman is offering the following online courses on various dates between February and June this year. Discounts for NFPs are available.

[Fundamentals of complaint handling - NSW Ombudsman](#)

[Managing unreasonable conduct by a complainant - NSW Ombudsman](#)

Suicide Prevention for Seniors Program (NSW)

The Suicide Prevention for Seniors Program is funded by the NSW Government and presented by Anglicare. To be eligible for this free training you need to be working with older people and be based in NSW. If you are interested, please email Program Coordinator Nancy Gewargis at nancy.gewargis@anglicare.org.au or visit the [Anglicare website](#).

Links

NESST Website

Visit the website for more information about our organisation.

[NESST – New England Sector Support Team](#)

Department of Health Budget Updates

Subscribe to receive updates about the 2022/2023 Health budget here:

[Subscribe to Budget 2022–23 updates | Australian Government Department of Health](#)

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>

Advice to Home Care Providers (CHSP & 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>

ABC News Aged Care Page

The ABC maintains a page on news related to aged care. Visit here: [Aged Care - Topic - ABC News](#)

Aged Care News

Another source of news on aged care. Visit here: [Homepage - Aged Care News](#)