

## 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](mailto: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
- Introduction to Good Governance for Community Aged Care Services

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

### **New England CHSP Forum – Claim the date!**

Our next CHSP forum will be held on-line on 21 June 2022. Join us for a post-election look at the reform agenda! More information to follow.

### **NESST Training Survey**

We are planning training for next financial year and would really appreciate your input. Thank you to those who have already completed our quick survey! If you have not:

<https://www.surveymonkey.com/r/SJGZR8G>

Please contact [christine@nesst.org.au](mailto:christine@nesst.org.au) if you have any questions or want to comment further.

### **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/QKWW3M>

### **An Introduction to Trauma Informed Care**

Brought to you by NESST, in partnership with Blue Sky Community Services

This introductory workshop, presented by Glen Sorensen, consists of two one-hour online sessions that introduce the principles of trauma-informed care and explore practical techniques for direct care work. Two workshops available:

**Workshop One** - 26 May & 2 June 2022 1pm - 2pm

Link to Register: [Introduction to Trauma Informed Care with Glen Sorensen 26 May & 2 June - Sticky Tickets](#)

**Workshop Two** – 9 & 16 June 2pm – 3pm

Link to Register: [Introduction to Trauma Informed Care with Glen Sorensen 9 June & 16 June - Sticky Tickets](#)

### **The Preventing Dementia MOOC**

The Preventing Dementia MOOC investigates the best available evidence about dementia prevention, drawing on a range of expertise from around the globe. This course offers university-quality education about dementia risk and protective factors.

- Course opens on Tuesday 17th May 2022
- Duration is 4 weeks, with an estimated effort of 2 hours per week
- You can study day or night, on your smartphone, tablet, or computer
- Receive a personalised certificate on completion

Free Enrolment now open [here](#)

### **Blue Sky/ Booroongen Djugun Forum**

Next Forum: **24 May 2022**    **Forum 4:** Managing Change - speakers to be confirmed

### **Getting the most out of the enhanced ACNC Charity Register – 19 May 2022**

This webinar will look at the enhanced ACNC Charity Register. It will look at the Register's new features as well as how charities, donors and the general public, philanthropists and grant-makers can get the most out of it.

<https://register.gotowebinar.com/register/4520860183102469899>

### **Multicultural Conference – 19 May 2022 On-line – now Free!**

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.

[CALDWays 2022 - Online Multicultural Aged Care Conference Tickets, Thu 19/05/2022 at 9:30 am | Eventbrite](#)

### **EveryAGE Counts Webinar – 17 May 2022**

Human rights advocates around the world have long argued that ageism is a barrier to older people receiving protections through general human rights provisions.

Historically, Australia has played an important role in leading the world on passing and implementing conventions designed to dismantle prejudice and discrimination. However, thus far, Australia has not played a comparable role in working for the establishment of an International Convention on the Rights of Older People. It's time to step up.

Join for a discussion on how we can galvanise and mobilise Australian Government leadership domestically and on the global stage in the creation of a UN Convention on the Rights of Older Persons. <https://www.everyagecounts.org.au/conventionwebinar>

### **Justice Connect Webinar -Member Disputes & Conflict - 24 May 2022**

Conflicts and disputes in your organisation can be stressful and highly disruptive. What steps can you take to prevent them and how do you manage them if they do occur?

In this free [webinar by Justice Connect Not-for-profit Law](#), you'll learn how to avoid and manage conflicts and disputes, gain an understanding of relevant laws, and where to go if you need further assistance.

### **Budgeting Apps for Not-for-Profits- 25 May 2022**

Brought to you by Connecting Up. Free Live access to webinar, participation in live Q&A session, access to post webinar recording and slides as well as any additional templates provided by the speaker. While the primary focus will be on apps that integrate with Xero, MYOB and QuickBooks, many of them also have the option to work with other accounting systems via an Excel import. You'll get some guidance on preparing your Needs Analysis so that you ask the right questions and an overview of the pros and cons of the main budgeting apps in the Australian and New Zealand marketplace. <https://www.connectingup.org/webinar/580734-budgeting-apps-not-profits>

### **Rethinking Volunteer Recruitment - 26 May, Online**

This Centre for Volunteering Webinar will explore approaches to volunteer recruitment that may have you "thinking outside of the box" to grow your volunteer workforce

[https://events.humanitix.com/rethinking-volunteer-recruitment?\\_ga=2.211479389.978557662.1646268340-91142858.1627951349](https://events.humanitix.com/rethinking-volunteer-recruitment?_ga=2.211479389.978557662.1646268340-91142858.1627951349)

## **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)

### **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.

### **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 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 \(acsa.asn.au\)](#)

### **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**

### **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.



### **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**

#### **Commonwealth Home Support Programme Assistance with Increased Fuel Costs for CHSP - Transport Providers and Associated Transport Costs**

Commonwealth Home Support Programme (CHSP) Transport service providers and CHSP providers where Transport costs are more than 5 per cent of their organisation's annual grant funding may apply for additional one-off funding under the CHSP Ad Hoc Proposals Grant Opportunity (GO4265).

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

[Current Grant Opportunity View - GO4265: GrantConnect \(grants.gov.au\)](#)

#### **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](http://www.grants.gov.au).

### **Emergencies and Natural Disasters**

#### **Natural Disaster Resources for Community Groups**

Services Australia has released an eKit to help community groups support people affected by natural disasters. It includes information on financial support and mobile services, and it's available in 20 languages.

<https://www.servicesaustralia.gov.au/sites/default/files/natural-disaster-resources-ekit.zip>

#### **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 Provider Specialisation Verification**

Under this voluntary Program providers claiming to deliver specialised services for diverse groups will need to apply for verification against criteria in the Specialisation Verification Framework. Claims will be assessed by independent assessor, Australian Healthcare Associates (AHA). AHA will also provide helpdesk support for providers to guide them through the process.

The draft *Specialisation Verification Framework* is currently being finalised by AHA, involving minor modifications for assessments to be desktop audits. Once this is complete, aged care providers and peak bodies will be notified.

Applications for verification will commence in June 2022, with a transitional period before unverified claims are removed from provider profiles. Early applications will be submitted through a paper-based process. From October 2022, the application process will be integrated through the My Aged Care provider portal.

Additional information, including how to apply, will be rolled out between now and June 2022.

### **People using aged care – 2020-2021**

The Australian Institute of Health and Welfare has released a fact sheet that includes key data on people using aged care 30 June 2021. The fact sheet presents data on a range of topics including: aged care use by age and sex, use since 2011; Aboriginal and Torres Strait Islander Australians using aged care; remoteness; culturally and linguistically diverse backgrounds.

<https://www.gen-agedcaredata.gov.au/Topics/People-using-aged-care>

### **National Volunteer Week**

National Volunteer Week is Australia's largest annual celebration of volunteering and will be held on 16 – 22 May 2022. The theme for National Volunteer Week 2022 is Better Together. Volunteering brings people together; it builds communities and creates a better society for everyone. National Volunteer Week is a chance for all of us to celebrate and recognise the vital work of volunteers and to say thank you.

### **National Elder Abuse Prevalence Study: Final Report**

The Australian Institute of Family Studies National Elder Abuse Prevalence Study produced findings on elder abuse based on a set of surveys. Key recommendations arising from the study are related to prevention, awareness, identification, and assessment of elder abuse.

[read](#)

### **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](#).

### **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](#)

### **'Going Green' Guide for NFPs**

This [help sheet](#) by the Institute of Community Directors Australia outlines hundreds of initiatives you can implement across 10 areas of your organisation, from adoption of renewable energy and electric car fleets to everyday actions to drive down your environmental footprint.

### **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 for part-time employees – Social and Community Services Award - Fair Work Ombudsman](#)

### **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 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.

### **CHSP Reablement Community of Practice**

Have you joined the Community of Practice? The Reablement Community of Practice was launched by the Department of Health in November 2020 and is a tool for CHSP providers to learn, share and engage with other providers across the CHSP sector.

The Eastern Sector Development Team (ESDT) has recently shared a range of resources on Supporting Volunteers to take an Inclusive Wellness Approach. View here - [Supporting Volunteers to take an inclusive wellness approach - Training and Resources - Reablement Community of Practice \(more-good-days.com.au\)](#)

### **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](mailto: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](mailto: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](#)