

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

Minutes of the Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce meeting
Hosted at City of Victor Harbor Council Chambers
Tuesday 14 December 2021 12.00 – 2.00pm

The meeting formally commenced at 12.05 pm

1 PRESENT

Ambre Johnson	Estia Health
Anne-Marie Kelly	Country Health Connect
Carolyn Pratt	Rembrandt Living
Corrie Burnside	My Care Solution
Deb Gregory	Alexandrina Council
Jo Daniels (notes for minutes)	City of Victor Harbor - Caring Neighbourhood Program
John Moran	COTA SA
Julianne Bridges	Goolwa Medical Centre
Lana Owins	Apprenticeship Careers Australia
Leann Symonds	City of Victor Harbor – Acting Manager Community Services
Lynne Arbon	Southern Volunteering SA Inc
Marilyn Henderson	elected member City of Victor Harbor & COTA SA
Meagan Wittchen	Goolwa Medical Centre
Melissa Clark	Apprenticeship Careers Australia
Michelle Brunton	BLCW Program
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Richard Scollin	Regional Development Australia
Robin Woods (from 1.20pm)	Carers SA
Sarah Nicholas	Aged Rights Advocacy Service
Victoria Cornell (Chair)	ECH
Guest presenter:	
Desmond Ford	COTA SA – Goolwa Victor Harbor Village Hub

2 APOLOGIES

Alex Killey	SA Care
Brenton LePoidevin	District Council of Yankalilla
Carol Schutz	Southern Cross Care
Claire Yeoward	Goolwa Medical Centre
Clive Johnson	District Council of Yankalilla
Gwyn Elson	ACH Group
Joyanne Mirra	ACH Group
Kym Perry	Aged Care Alternatives - RAS
Lynn Openshaw	Resthaven Inc
Mel White	Southern Volunteering
Rob Crouch	Dementia Australia
Sara Manser	Country SA PHN

3 Acknowledgement of Country – Victoria Cornell

Victoria opened the meeting, conducted Acknowledgement of Country and welcomed everyone.

4 INTRODUCTIONS

4.1 Welcome and Intro new members

All members introduced themselves with their name and the organisation represented. Special welcome to guest presenter Desmond Ford from COTA SA. We also extend a warm welcome to new Taskforce members attending for the first time: Sarah Nicholas (ARAS), John Moran (COTA SA), Melissa Clark and Lana Owins (Apprenticeship Careers Australia).

4.2 Thank you

Michelle thanked all Positive Ageing Taskforce members for their input and contributions to the Taskforce throughout 2021, and the commitment to collaboration in our region. Reflecting on another busy year with some great outcomes for our region, despite the impact of COVID-19.

5 MINUTES OF PREVIOUS MEETING – 12 October 2021

Minutes of the previous meeting held on 12 October 2021 were confirmed as true and correct.

Moved by Marilyn Henderson, seconded by Julianne Bridges.

All members confirmed that the minutes of the last meeting were true and correct.

6 ISSUES FOR STRATEGY AND PLANNING

6.1 New aged care reforms

The Department of Health is hosting a series of aged care reform webinars, which can be accessed here: <https://www.health.gov.au/health-topics/aged-care/aged-care-resources/webinars-for-the-aged-care-sector>

See Department of Health updates at Item 7.1 for more information and links. Workforce Planning is currently a key focus. Refer to item 9.1 for outcomes of our combined regions Aged Care Workforce Forum held on 22 October 2021.

To keep up to date on opportunities for engagement related to the aged care reforms, visit the [Ageing and Aged Care Engagement Hub](#) and sign up to get involved on the department's website.

6.2 COVID-19 response

Focus on covid-19 vaccine reporting requirements. Some CHSP providers have reported that they have had to suspend some volunteers not wishing to have the covid vaccinations.

The webinar on mandatory COVID-19 vaccination for in-home and community aged care workers in South Australia is now available online: [Webinar for in-home and community aged care workers in South Australia](#)

State and territory aged care COVID-19 information: As the COVID-19 situation can change rapidly, aged care providers are reminded to stay up to date on visitor restrictions, PPE requirements and other measures relating to COVID-19 in aged care, from their relevant state or territory website. Link for [South Australia](#)

7 COMMONWEALTH / STATE UPDATES

7.1 Department of Health Updates

Aged care content is located at <https://www.health.gov.au/health-topics/aged-care> This content is primarily directed at providers, assessors, and peak groups; while [My Aged Care](#) remains the primary source of information for consumers.

Key DoH web links, providing links to useful information and resources, are available on the online flourishing webpage for easy access www.victor.sa.gov.au/flourishing check out the 'Resources and Training' section.

Please refer to the Project Officer Report for December 2021 (*distributed to Taskforce members via email with Agenda on 7 December 2021*) for more detailed information on the following updates:

- **Ageing and Aged Care Engagement Hub is now live:** You can sign up on the Hub to be involved in future engagement activities that will inform the aged care reforms. Visit the [Ageing and Aged Care Engagement Hub](#)
- **Aged Care Reform Webinars:** To see what's coming up or watch past webinars, visit: <https://www.health.gov.au/health-topics/aged-care/aged-care-resources/webinars-for-the-aged-care-sector>
- **Boost to CHSP respite funding from January 2022:** This funding will be split amongst eligible existing CHSP respite funded providers. The department will soon email eligible providers with further information about the respite boost funding. If you have any questions, contact HomeSupportPolicy@health.gov.au

- **Have your say: Developing aged care quality measures and Star Ratings:** The department is expanding the [National Aged Care Mandatory Quality Indicator Program](#) (QI Program) in residential aged care and developing quality indicators for in-home aged care. To get involved, please click on the links via the [Ageing and Aged Care Engagement Hub](#). If you have any questions, please make contact via qpsec@health.gov.au
- **Get involved: Providers invited to trial quality measures:** Residential and in-home aged care providers are invited to trial new quality measures for potential use in the National Aged Care Mandatory Quality Indicator Program (QI Program). A 6-week pilot will trial the use of new quality measures by aged care services in early 2022. To get involved, please visit the [Ageing and Aged Care Engagement Hub](#). If you have any questions, please contact the project team: In-home aged care: QIpilothomecare@au.pwc.com
- **Support at Home Assessment Trial Advisory Group expression of interest:** A new aged care assessment model incorporating a new assessment tool and assessment process is being developed as part of the new [Support at Home program](#).
- **New My Aged Care face-to-face services launched with Services Australia:** This service will support older people to access and register for aged care. The face to face service is currently in 15* service centres and will expand to 80 locations by December 2022, including 10 mobile outreach services for remote areas. This complements the services offered through the existing My Aged Care website and call centre. Visit the [Services Australia website](#) to find out more.
**appointments in some locations may be temporarily impacted by COVID*
- **Extension of Aged Care Navigator Trials to help more Senior Australians:** The [Aged Care System Navigator trials](#) have been extended until 31 December 2022. System navigators support people who need intensive support to connect to services and to use the My Aged Care access channels. Visit www.agedcarenavigators.org.au or call 1300 268 228 to find local navigators. COTA Australia manages delivery of the trials by 22 partners.
- **My Aged Care partnership to better support bereaved family members:** My Aged Care has partnered with the Australian Death Notification Service (ADNS). This doesn't change the notification process for providers and assessors who should still let My Aged Care know as early as possible using the Notify My Aged Care of a Death function in a client's record. Find out more about the ADNS on the [My Aged Care website](#).
- **Free interpreting service for aged care providers:** The Translating and Interpreting Service (TIS National) provides translation services in over 160 languages. This service is available 24 hours a day, 7 days a week. Approved providers can [register to use this service for free](#).
- **Resources to help manage, re-engage and recruit volunteers:** The [Volunteering Resource Hub](#) is available to aged care providers to help increase and improve their volunteering programs. The Hub is an initiative of Volunteering Australia, funded by the Department of Social Services.
- **Aged Care Workforce Industry Council releases workforce insights:** The Aged Care Workforce Industry Council has released the Aged Care Workforce Narrative. The report is based on 109,000 survey responses of aged care workers from 2009 to 2019. Read the workforce narrative on the [Council's website](#).
- **September 2021 National Summary of Home Care Prices:** The September 2021 National Summary of Home Care Prices is available on the [department's website](#).
- **Improved Payment Arrangements: Home care claim tips:** For more details go to the [Q&A Fact Sheet](#).
- **Report on the operation of the Aged Care Act 2020-21:** You can now view the 2020-21 Report on the Operation of the Aged Care Act 1997 (ROACA) on the [GEN Aged Care Data website](#).

- **Have your say: Care and support sector consultations:** The Australian Government is taking a staged approach to align regulation across the National Disability Insurance Scheme (NDIS), disability services, aged care and veterans' care. Consumers, families, carers, workers, providers and the broader community are invited to have their say. Find out more on the [department's website](#) or email RegulatoryAlignmentTaskforce@health.gov.au
- **COVID-19 Vaccination Requirements:**
 - **COVID-19 Vaccine record keeping and reporting requirements:** More detailed information on the reporting requirements, together with answers to frequently asked questions, can be found on the [department's website](#).
 - **Online NOW: SA webinar on mandatory vaccination for in-home and community aged care workers:** [Webinar for in-home and community aged care workers in South Australia](#)
 - **Booster vaccinations:** The Australian Immunisation Technical Advisory Group on Immunisation (ATAGI) has recommended COVID-19 booster vaccinations for all people aged 18 and over that received their second dose of a COVID-19 vaccine six or more months ago.
- **Reminder to providers on Aged Care specific training modules:** Providers are reminded to ensure aged care staff have completed the COVID-19 [infection control training](#).

7.2 Country SA Primary Health Network update – Sara Manser (via email)

- Continuing to support General Practice in terms of COVID-19 vaccinations and preparedness for borders opening up and inevitable COVID cases.
- Three service providers being commissioned through recent Ageing Well EOI are:
 - Dementia Australia – rolling out their Nightingale Nurse Program into all country regions providing specialist palliative care nurse support to people with Dementia (including their families and carers). Promotional material will be available soon.
 - COTA SA – Aged Care Tele-support program now available to regional populations (brochure attached)
 - Southern Cross Care – Providing group online telehealth exercise programs for over 65 population in Adelaide Hills, Fleurieu & KI. Promotional material will be available soon.
- Support continues for RACFs to have telehealth capabilities with iPads and software licences being distributed via Summit Health commissioned activity.
- Discussions continuing with PHNs in terms of role and function of new Care Finder program. Framework and model currently being developed through a consultative process.

For further information contact: Sara Manser, Country SA PHN Ageing Well Program Coordinator, smanser@countryaphn.com.au

8 OTHER UPDATES

8.1 RAS (Kym Perry – Aged Care Alternatives) via email

The main change made in RAS is the clerical staff are now doing COVID-19 welfare checks the day prior to assessments with clients via SMS which has cut back on assessor phone calls. Clients can text back - Y if they pass the Covid-19 check list questions. If they do not respond assessors will continue to ring prior to assessment to do a COVID-19 welfare check.

Phone assessments or rescheduling of assessments are happening if clients are unwell or isolating/quarantining.

Contact: Kym Perry, RAS Team Leader, Aged Care Alternatives kym.perry@agedcarealternatives.net.au

8.2 COTA SA – Ageing Well Coordinator – Country (John Moran)

John Moran has been appointed the Ageing Well Coordinator for Country SA. John's role is to assist and advise clients in navigating the My Aged Care system across country South Australia. Funded by Country SA PHN, COTA SA's telephone support service is available Monday to Friday 9am-5pm. John is available Tuesday to Thursday, and Monday and Friday mornings, volunteer receptionists will talk with people and arrange a call-back if John is not available. Call on free call 1800 182 324, email acs@cotasa.org.au or visit www.cotasa.org.au and click on 'Let's Talk Aged Care'.

General discussion and some confusion about John's COTA SA role versus the new support available via dedicated Service Australia centres. John clarified his role was via phone support. Nominated Service Australia centres will offer face to face support, the only service centre in SA currently offering this support is located in Norwood; this will be expanded to additional locations throughout 2022.

9 WORKFORCE DEVELOPMENT & TRAINING

9.1 Combined regions Workforce Forum - Let's dive into... WORKFORCE!

This Forum was an initiative of the Southern Fleurieu and KI Positive Ageing Taskforce, Hills Positive Ageing Project, Riverland Mallee Coorong Taskforce, and the Southern Services Reform Group – as a follow up to the successful combined regions Royal Commission Forum we co-hosted in Hahndorf in June. The Workforce Forum was held on Friday 22 October 2021 at Chiton Rocks Surf Lifesaving Club (Hayborough, Victor Harbor). A creative format for the day was planned for participants to imagine, explore and discover strategies and solutions to address increasing workforce demands within the home and community aged care sector. The program featured interactive activities, informative presentations, Q&A Panel, and a world café session to collect input and feedback on the key workforce topics of attract, fit, skill and retain. 52 stakeholders from 38 organisations/agencies participated and contributed their valued input. Extremely positive feedback about the Forum was received, with several initiatives already emerging from the day. A Summary Report which has been forwarded to the Department of Health and other key stakeholders, is now available at https://www.victor.sa.gov.au/_data/assets/pdf_file/0019/1080415/FINAL-Summary-Report-Aged-Care-Workforce-Forum.pdf. Presentations, photos, and the full list of questions and responses from the Q&A Panel are available at www.victor.sa.gov.au/flourishing under the *Let's dive into... WORKFORCE! Forum 2021* tab.

Richard from Regional Development Australia has suggested that the Summary Report should be forwarded to various other government departments also, including: Minister for Innovation and Skills, Minister for Education, and shadow ministers. This is very timely now with upcoming elections.

Action: Michelle to follow up and email link to Summary Report as suggested.

10 NEW AND EMERGING ISSUES / OPPORTUNITIES

10.1 ACD Support for the Fleurieu region (Leann Symonds)

City of Victor Harbor, District Council of Yankalilla, and Alexandrina Council are currently exploring more sustainable options to reinvigorate the Advance Care Directive Assist program across the Fleurieu region. The Fleurieu ACD Assist Program has lost momentum since Dr Rob Thornton (volunteer coordinator of the program) moved from the area. Local councils are keen to support this initiative and are happy to offer spaces for 1:1 support meetings. Currently liaising with Barossa and Onkaparinga areas about their ACD support initiatives and key learnings. Also investigating any potential funding support available via Office for Ageing Well, SA Health, to re-establish Fleurieu program. Representatives from each of the Fleurieu councils will meet again on 16 December to progress ideas for a project proposal. Further information will be shared as this develops.

10.2 Transport issues (discussion)

Julie from Goolwa Medical Centre has raised local issues with Federal MP Rebekha Sharkie, including the high cost (\$500-700 per trip) and inconsistent charges to home care package clients for visits to specialist appointments in Adelaide. Discussion about other potential options such as Uber share ride, RideShare, transport co-ops. Leann (City of Victor Harbor) mentioned that David Basham State MP would be attending the Southern Communities Transport Service (SCOTS) meeting on 15 December.

11 GUEST PRESENTATIONS

Goolwa Victor Harbor Village Hub – presented by Desmond Ford (COTA SA)

- Desmond has been appointed the Goolwa Victor Harbor Village Hub Manager, and will be working closely with the COTA SA Goolwa Victor Harbor Advisory Group which has been running for the past two years.
- The Village Hub is funded by the Department of Social Services, Seniors Connected Program; and is funded until June 2024. There are 12 organisations funded nationally with a diverse range of models (including regional, ATSI, CALD, LGBTI, and intergenerational models. Urbis is conducting an evaluation of all hubs.
- The role of the Hub will include: age-specific 50+, peer-to-peer volunteering and support, ageing well activities and events, social opportunities, information and support to access services, advocacy and representation about issues that matter to older people.
- Establishment Phase (to June 2022): steering committee established, community engagement, communications.
- Implementations Phase (July 2022 to June 2023): formal launch of Hub, membership models reviewed and planned, commence Hub activities, develop plan for ongoing governance.

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- Consolidation Phase (July 2023 to June 2024): membership established including fees, ongoing Hub activities, governance model developed and implemented.

For more information contact: **Desmond Ford**, Manager Village Hub – COTA SA, **phone:** 8224 5536 **M:** 0409 280 459
E: dford@cotasa.org.au

Action: Invite Desmond back to present to Positive Ageing Taskforce when Hub progresses. Marilyn is able to provide updates in the interim.

12 ROUND ROBIN

The following updates have been provided by Taskforce members for inclusion in the minutes.

Southern Volunteering SA Inc – Lynne Arbon

Community Visitors Scheme

The Community Visitors Scheme (CVS) is a free service providing friendship and companionship to older people. It focuses on the needs of older people at higher risk of feeling isolated, including the special needs groups under the [Aged Care Act 1997](#).

Eligibility: Anyone receiving government subsidised residential aged care or Home Care Packages.

Visits: Visitors are volunteers who are matched to a person based on their common interests or backgrounds. They will aim to visit for one hour, on a weekly or fortnightly basis.

If you have questions about the CVS, want to refer someone or yourself to the CVS, or would like to become a volunteer visitor please contact Southern Volunteering:

Fleurieu – Lynne: 8552 7858, email: regional@svsa.org.au

Southern Suburbs – Renai: 8326 0020, email: cvsteam@svsa.org.au

CVS Web address: www.health.gov.au/cvs

Contact: Lynne Arbon, Project Administrator Fleurieu and KI, Southern Volunteering SA, regional@svsa.org.au

Dementia Australia – Rob Crouch

A 4-week program, to be held on Fridays 10am – 12 pm, 'Dementia and Your Caring Role' will commence 11 February 2022 at Carrickalinga House, 17 Torrens Street, Victor Harbor. This program provides an understanding of dementia and how to care for someone living with dementia.

It includes strategies and resources for:

- communicating effectively
- meaningful activities
- understanding changes in behaviour
- making your home dementia-friendly
- the impact of caring for someone with dementia.

The program is suitable for family carers and family members of people living with dementia. This program is not suitable for professionals employed in the health or aged care sectors.

Cost is FREE, bookings are essential https://dycr_11feb_victorharbor.eventbrite.com.au Please see flyer attached.

For further information please contact Rob 0437 989 081 or rob.crouch@dementia.org.au

National Dementia Helpline 1800 100 500

Contact: Rob Crouch, Dementia Support Specialist, Dementia Australia, Rob.Crouch@dementia.org.au

District Council of Yankalilla Transport Service – Brenton LePoidevin

- Vaccination requirements: We are reporting weekly as required and all staff and active volunteer drivers are fully vaccinated under the definition and some have already booked and advised of their booster dates. We have suspended two volunteer drivers who will not have any vaccinations.
- CHSP reforms: We are concerned that a single service provider like us (Transport only), will not continue under the new arrangements and we haven't received a direct answer to this query. In regards to the new unit prices and expected outputs, 2022-23, we are already delivering way above our required outputs so our funding will not be affected.

Contact: Brenton LePoidevin, Team Leader CHSP, District Council of Yankalilla, brentonlepoidevin@yankalilla.sa.gov.au

ECH – Victoria Cornell

- November:

ECH became a partner of the JFA Purple Orange Aged Care Traineeship Program, an innovative traineeship program to break down the barriers to employment and provide people living with a disability the opportunity to build a career in aged care.

ECH gave two posters and one oral presentation at the Australian Association of Gerontology National Conference 2021: 'Using Smart Home Monitoring Technology to Track Changes in Appetite' and 'Daily

Stress, Uplifts and Well-being in ECH Home Support Team Members: A Pilot Investigation'; and 'The role of Australian health professionals in helping people choose their home care package services'. As a proud major sponsor of Feast Festival, ECH had a great presence at Picnic in the Park, offering free fun activities, as well as hosting an information tent for people to learn more about ECH and how we can support their needs. Picnic in the Park is a wonderful event which enables people to come together to celebrate diversity and inclusivity.

ECH was announced as the 2021 national winner of the Leading Age Services Australia (LASA) innovAGEING Awards in the Realising Wellness and Reablement category. The award was in recognition of the opening of Dandelion, our new ECH Care Hotel. Dandelion is the first of its kind in Australia and is changing the landscape of how people can be supported as they age.

In particular, ECH was recognised for how Dandelion is able to scale short-term services in a more economical way compared to delivery in the home, but still delivered in a home-like environment to avoid hospital admission where possible.

One of ECH's staff also won the National innovAGEING Network Contributor of the year 2021; a well-deserved award that recognised collaboration with other organisations and partners within the industry and across the academic sector, ensuring the coming together of resources to make change for older Australians.

- December:

On 6 December, ECH held the Grand Opening of the Encore development at Modbury. Encore is a vertical village comprising 77 spacious 2-bedroom apartments, over two buildings. It also contains a community café, community garden, Montessori SA, an EFM gym, and community allied health suites. Contact: Victoria Cornell, Research Manager, ECH, Vcornell@ech.asn.au

Apprenticeship Careers Australia – Melissa Clark

My name is Melissa Clark and I am the Group Training Organisation (GTO) Manager for Apprenticeship Careers Australia (ACA) which is new to SA. ACA is a group training organisation with a strong focus and passion in the health care sector and we are looking at innovative ways to assist the sector by attracting interested participants and providing them with a core skill-set to undertake a traineeship in Individual Support with the long-term view to developing a pathway in the sector.

ACA have a genuine passion and focus on improving the Health care sector in South Australia through the provision of skilled and empathetic trainees. ACA is vertically integrated with sister agencies Alliance Community and Belmore Nursing that supply community care; aged care, disability support workers; and nursing staff. ACA works closely with these agencies and varying NDIS and aged care providers looking at innovative ways to attract interested candidates to the sector.

I am currently working on a Skilling SA Project to attract funding for a pre-employment program 'Pathways to Employment in Individual Support', this program is for participants who are interested in pursuing a career as an Individual Support Worker. Participants will undertake a 13-day pre-employment program where they will undertake both accredited and non-accredited training with Equals International (RTO) providing them with the required core skill-set to undertake a traineeship in Certificate III in Individual Support. The 13-day program will include; Employability Skills; HLTINF001 Comply with infection prevention and control policies and procedures; HLTWHS002 Follow safe work practices for direct client care; HLTAID001 - Apply First Aid and Mental Health First as well as

- National Police Check
- Working with Children Check
- NDIS Workers Check
- Aged Care Sector Check
- Vulnerable Person-related Employment Check

This program will be free to participants.

At the completion of the pre-employment program, participants will commence into traineeships in Individual Support within the aged, disability or home care sectors. Successful participants can then complete the relevant skill set in either CHCSS00098 Individual Support - Disability Skill Set, CHCSS00099 Individual Support - Home and Community (Ageing), CHCSS00100 Individual Support - Home and Community (Disability). If there are any Facilities or agencies interested in partnering with ACA and employ trainees from the program please let me know by the 15th December 2021.

Boosting Apprenticeship Commencement (BAC) Funding is also available to host employers for any trainees that are commenced prior to the 31 March and this funding attracts up to \$7k per trainee per quarter paid in arrears. ACA believes that a pre-employment program is the best approach to train and educate trainees with the required skill set to be successful in the sector as well as providing them with career progression and support. This approach will ultimately assist with the skill shortage in the sector, supporting both aged and disadvantaged South Australians to gain the care that they need by providing them with highly skilled and experienced support workers. With the BAC funding it is also a cost-effective way of recruiting.

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ACA believe that a pre-employment program is a great approach to train and educate trainees with the required skill set to be successful in the sector as well as providing them with career progression and support. This approach will ultimately assist with the skill shortage in the sector, supporting both aged and disadvantaged South Australians to gain the care that they need by providing them with highly skilled and experienced support workers. ACA will be working with Aged Care Facilities and NDIS Service Providers as a collaborative approach to support meeting industry needs under a traineeship model.

I have highlighted the benefits of using Apprenticeship Careers Australia (GTO) and am happy to explain the GTO model to anyone on the task force that is interested to find out more.

ACA is also working with Michelle Brunton from Boosting the Local Care Workforce program on innovative ways to attract people in the Limestone Coast, Murraylands, Fleurieu and Kangaroo Island areas to career pathway in the sector.

I am keen to work with local providers to better understand your needs in the recruitment of staff and to also discuss how the traineeship model could be of benefit.

Contact: *Melissa Clark, GTO Manager, Apprenticeship Careers Australia,*
Melissa.Clark@apprenticeshipcareers.com.au

16 NEXT MEETING: Tuesday 8 February 2022, 12 noon – 2pm

Meeting was closed at 2.00 pm

SFKI Positive Ageing Taskforce Network 2022 meeting dates 12 noon – 2 pm
Tuesday 8 February
Tuesday 12 April
Tuesday 14 June