

# SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

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Minutes of the Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce meeting  
Hosted online via Zoom  
**Tuesday 8 February 2022 12.00 – 2.00pm**

The meeting commenced at 12.02 pm

## 1 PRESENT

Ambre Johnson	Estia Health
Anne-Marie Kelly	Country Health Connect
Caitlin Watson	St Louis Home Care
Cathie Tydeman	Local Jobs Program
Deb Gregory	Alexandrina Council
Helen Deguet	City of Victor Harbor - Caring Neighbourhood Program
Jamie Boydon	Leef
Jo Daniels (notes for minutes)	City of Victor Harbor - Caring Neighbourhood Program
John Moran	COTA SA
Kym Perry	Aged Care Alternatives – RAS
Laura Lewis	Southern Communities Transport Scheme
Leann Symonds	City of Victor Harbor – Manager Community Services
Lynne Arbon	Southern Volunteering SA Inc
Marilyn Henderson	elected member City of Victor Harbor & COTA SA
Michelle Brunton	BLCW Program
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Mireille Bucher	Guide Dogs SA&NT
Monika Haley	Southern Cross Care
Peta Page	Red Cross
Richard Scollin	Regional Development Australia
Robin Woods	Carers SA
Sara Manser	Country SA PHN
Sarah Nicholas	Aged Rights Advocacy Service
Shane Smith	Carers SA - KI
Sonja Williams	Lutheran Community Care
Victoria Cornell (Chair)	ECH
<b>Presenter:</b>	
Rob Crouch	Dementia Australia

## 2 APOLOGIES

Alex Killey	SA Care
Brenton LePoidevin	District Council of Yankalilla
Carolyn Pratt	Rembrandt Living
Carol Schutz	Southern Cross Care
Melissa Clark	Apprenticeship Careers Australia
Stuart Thomson	Fleurieu Physiotherapy & Wellness

## 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 new Taskforce members attending for the first time: Sonja Williams (Lutheran Care), Monika Haley (SCC), Laura Lewis (SCOTS), Peta Page (Red Cross). We also extend a warm welcome to presenter Rob Crouch from Dementia Australia.

### 5 MINUTES OF PREVIOUS MEETING – 14 December 2022

Minutes of the previous meeting held on 14 December 2022 were confirmed as true and correct.

*Moved by Michelle Brunton, seconded by Robin Woods.*

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

### 6 ISSUES FOR STRATEGY AND PLANNING

#### 6.1 COVID-19 response

As at time of meeting, 71 cases in Victor Harbor, 167 Alexandrina as per SA Health heatmap.

Organisations reported that they are navigating this time and adjusting their response accordingly, with levels of restrictions varying between different organisations. Some local governments still have staff working from home, others have continued working from offices during the current active covid period. Some agencies are restricting face to face services, others are scheduling outdoor activities. There is some inconsistency between different residential care sites in relation to volunteers visiting residents. Social isolation has increased due to lockdowns. Lynne mentioned that Southern Volunteering have had requests for volunteers to take on some other (non-clinical) roles such as serving meals or changing bedding. Volunteers have not engaged in these roles thus far.

Anne-Marie advised that Railway Cottage is closed until further notice as per Country Health direction. Care workers have been able to do some 1:1 support in outside locations.

**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](#)

See Department of Health updates below 7.1 for links to information about grant funding available for Home Care Package providers for COVID-19 vaccination support; and Rapid Antigen Tests for home care packages program.

#### 6.2 Sector Support and Development – extension of CHSP funding

City of Victor Harbor received an indicative letter on 13 January advising an offer of extended CHSP funding for Sector Support and Development (SSD) up to 30 June 2023. This is positive news which will allow the continuation of our regional Positive Ageing Taskforce activities for this period. A new Activity Work Plan will need to be developed and approved by the Department of Health, and a specified requirement is that at least 75% of the funding is allocated towards delivering activities that support CHSP providers through upcoming reform processes associated with transitioning to the Support at Home Program (refer to item 7.2 for further information).

### 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](http://www.victor.sa.gov.au/flourishing) check out the 'Resources and Training' section.**

Please refer to the Project Officer Report for February 2022 (*distributed to Taskforce members via email with Agenda on 2 February 2022*) for more detailed information on the following updates:

- **Ageing and Aged Care Engagement Hub:** 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](#)
- **Have your say: improving communications with the home services sector:** The Aged Care Quality and Safety Commission is conducting research focused on enhancing communications with different groups in the home services sector.
- **Get involved: Aged care services encouraged to pilot new quality measures:** 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. Please register your interest by clicking the link on the [Ageing and Aged Care Engagement Hub](#).

- **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. For further information, please email [SAH.implementation@Health.gov.au](mailto:SAH.implementation@Health.gov.au)
- **Improved Payment Arrangements: January key tips:** By 28 February 2022, you must decide whether to opt-in for each care recipient who was in your care before 1 September 2021. For more information go to the [Q&A fact sheet](#).
- **Reminder: Home Care Package providers can access grant funding for COVID-19 vaccination support:** The Home Care Packages (HCP) Program COVID-19 Vaccination Support Grant (Grant), has been extended and now closes on 29 April 2022. For the grant opportunity guidelines and frequently asked questions, see the Grant Opportunity (GO5216) on [GrantConnect](#). You can also email the Department of Health for further information at [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au).
- **Rapid Antigen Tests for Home Care Packages Program:** Home Care Package (HCP) providers who test home care workers can access support to cover the costs of purchasing RAT kits for this purpose. Further guidance is available on the [Managing home care through COVID-19 webpage](#).

### 7.2 New aged care reforms

**Webinars:** 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>

**Regional Teams:** The Department of Health is establishing regional teams who will consult and seek the advice of people involved locally in aged care to help understand the needs of regions, build relationships and influence, develop and improve national planning and policy. This aligns with Pillar 5 of the reforms. The initial roll-out includes regional teams to cover eight regions across the country – South East NSW, Eastern Melbourne, Gold Coast, Country WA, Adelaide metro, all of Tasmania, all of the NT, all of the ACT.

**New Support at Home Program:** An Overview Paper has just been released, providing an outline of the proposed design for the new Support at Home Program, which is anticipated to start in July 2023 and replace the Commonwealth Home Support Programme (HSP), Home Care Packages (HCP) Program, Short Term Restorative Care (STRC) Programme. This aligns with Pillar 1 of the reforms. Proposals for a new Support at Home Program seek to reform all aspects of the delivery of in-home aged care including assessment, reablement and restorative care, individualised support plans, clarity on service inclusions, funding of providers, and regulation of the market. Senior Australians would receive individualised service approvals, based on their assessed aged care needs and personal circumstances, rather than being placed in one of the four broad home care package levels.

Access the Overview here: <https://www.health.gov.au/resources/publications/support-at-home-program-overview>

The Department will consult on aspects of the support at Home Program in early 2022. Please make time to provide feedback as this is your opportunity to have a say in the development of this new model. You can sign up to the [Ageing and Aged Care Engagement Hub](#) to be notified when these consultations are commencing, or check the Department announcements <https://www.health.gov.au/health-topics/aged-care/providing-aged-care-services/newsletters-and-alerts-for-the-aged-care-sector>

## 8 OTHER UPDATES

### 8.1 RAS (Kym Perry – Aged Care Alternatives)

Due to Covid-19 restrictions assessments are currently being undertaken via phone, as directed by the Department. There are exceptions to this when there are communication difficulties such as hearing loss, cognitive decline and some clients with mental illness. Any of our staff who are immune compromised or their immediate family are immune compromised are only doing phone assessments or office work such as support plan reviews. We are anticipating there may be changes made on

Thursday to restrictions with the Premier's address which may indicate a path back to face to face assessments.

There continues to be lack of available CHSP supports to refer clients to especially OT, Physiotherapy, home/garden maintenance, domestic assistance. This appears to be universal throughout the Hills/Mallee Southern SA, Riverland and Metropolitan areas.

Contact: Kym Perry, RAS Team Leader, Aged Care Alternatives [kym.perry@agedcarealternatives.net.au](mailto:kym.perry@agedcarealternatives.net.au)

### 8.2 Country SA Primary Health Network update (Sara Manser)

Ageing Well CSAPHN Commissioned Services include:

- Dementia Australia - Expansion of their Nightingale Program into regional SA. The program is a palliative model of care provided by specialist nurses to provide support to people living with dementia. The programs focus is on promoting choice and well-being during all stages of diagnosis.
- Southern Cross Care - Delivering a telehealth exercise program for people age 65+ in the Adelaide Hills, Barossa, Fleurieu & Kangaroo Island regions. Brochures are in development and service is due to start in March 2022.
- COTA SA - A Statewide Tele-Support service to assist older people living in Country SA to navigate the aged care system, find social supports, receive ageing well information and connect to local services.

Currently looking into ageing well expansion activity in line with the Royal Commission into Aged Care Quality and Safety recommendations.

For further information contact: Sara Manser, Country SA PHN Ageing Well Program Coordinator, [smanser@countrysaphn.com.au](mailto:smanser@countrysaphn.com.au)

### 8.3 Regional Transport Programs

#### 8.3.1 Southern Communities Transport Scheme – SCOTS (Laura Lewis)

Southern Communities Transport Scheme (also referred to as SCOTS or Medi Ride) is to be used as a last resort transport service for people of any age who are transport disadvantaged. SCOTS was established in 1992 as a partnership between the state government and Yankalilla, Victor Harbor and Port Elliot/Goolwa councils. It was one of two pilot schemes that were then called Community Transport Brokerage Schemes, now known as a Community Passenger Networks (CPNs).

SCOTS is currently funded by the Commonwealth and State Governments, the City of Victor Harbor and the Alexandrina Council. There is a fee to use the service, however this can be negotiated if people are unable to afford the full amount. A door-to-door service is offered where there is no other appropriate service available for the client.

Locally the services cover City of Victor Harbor council area and some parts of the Alexandrina Council. Adelaide trips extend as far as the Queen Elizabeth Hospital.

The four main services offered are:

- Medi Ride – Medical appointments
- Access – banking, chemist, Centrelink, social activities, funerals, solicitors, hairdressers
- Community Shopping Bus – to and from Victor Harbor central
- Local transport information resource

There are currently 40 Volunteers that support these services to operate, including Medi Ride/Access drivers, shopping bus drivers, shopping bus attendants, office assistants, vehicle cleaners. All drivers must go through The Vehicle Driver Accreditation Program (VDAP). The services' own vehicles and volunteers are mostly used for Adelaide trips, and taxis for local trips.

[https://www.victor.sa.gov.au/data/assets/pdf\\_file/0024/1066146/20210714\\_Booklet\\_Scots.pdf](https://www.victor.sa.gov.au/data/assets/pdf_file/0024/1066146/20210714_Booklet_Scots.pdf)

For enquiries, contact: SCOTS Team, phone 8551 0760, [scots@victor.sa.gov.au](mailto:scots@victor.sa.gov.au)

#### 8.3.2 District Council of Yankalilla Transport Program (Brenton Le Poidevin - via email)

It has been challenging during the last six months particularly in relation to clients and volunteer drivers COVID-19 vaccination and booster status. Some drivers will not drive un-vaccinated clients, others will not drive mask-exempt clients, and some clients will not share a vehicle with anyone else, which makes for a very complex scheduling program.

Client re-assessment forms have been updated to include vaccination status and when clients make a booking they are asked about their current status, with mixed reactions. Most clients are happy to provide this information; however some have taken offence. One driver has enquired whether client vaccination certificates are sighted by staff, however this is not practical with over 400 active clients. COVID-19 has impacted the program with a loss of volunteers, three volunteer drivers have left the program as they do not wish to be vaccinated, and another two volunteers are concerned about putting themselves at risk. This has resulted in staff doing many more drives to ensure continuity of service.

Current basic information about the service is:

- 436 Clients / Carers registered with 420 Active Clients
- 5 Vehicles, 4 Subaru Foresters and 1 Renault Wheelchair access vehicle
- 1.5 FTE staff and 39 Volunteers

Please refer to accompanying brochure for additional information.

*For enquiries, contact: CHSP Officer Monday – Friday 8am – 4pm, phone 8558 4086*

### 8.3.3 Other local transport options

Other local transport options were also discussed including Link SA bus, Fleurieu Cancer Support car, and taxi services. Deb has provided information about transport options covering Alexandrina area – please see accompanying flyer.

Peta Page also informed that Red Cross will be commencing a Transport Service in Strathalbyn from March. The service will predominantly be for CHSP customers and will support people with within town trips, trips to Mt Barker and the city. It is a pre-booked service, ideally with people booking a week in advance. Also looking to expand to Goolwa. Both services need volunteers. For more information please call 8100 4587.

### 8.4 Goolwa – Victor Harbor Village Hub / Fleurieu Neighbourhood Network (Marilyn Henderson)

Marilyn informed that the Steering Committee has been meeting fortnightly and plans are progressing well. Rather than being called the Village Hub, it will now be known as the Fleurieu Neighbourhood Network (FNN) – this was decided to try to avoid confusion related to a physical building. The FNN will exist as a network to offer activities in a range of different venues, rather than be located in one specific building. A community survey is being sent out. Currently exploring four focus areas: Social, Active, Neighbour, Information; all aimed at connecting community. FNN does not seek to replicate existing community activities, but link with and complement what is available. A logo is being designed and a Facebook page will be created.

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

### 8.5 COTA SA Ageing Well Coordinator – Country (John Moran)

John provided an update about his role assisting and advising clients with navigating the My Aged Care system across country South Australia. John discussed that clients are experiencing general confusion with the My Aged Care system, including confusion about the assessment process and what to do next, uncertainty about communication with My Aged Care and what their responsibilities are following contact. COTA SA's telephone support service is available Monday to Friday 9am-5pm. Call on free call 1800 182 324, email [acs@cotasa.org.au](mailto:acs@cotasa.org.au) or visit [www.cotasa.org.au](http://www.cotasa.org.au) and click on 'Let's Talk Aged Care'.

My Aged Care face-to-face navigator support is currently only available via Services SA centre at Norwood. It is anticipated that this will be expanded to other centres throughout the year.

## 9 WORKFORCE DEVELOPMENT & TRAINING

### 9.1 Follow up from combined regions Workforce Forum

The Summary Report can be accessed here: [https://www.victor.sa.gov.au/data/assets/pdf\\_file/0019/1080415/FINAL-Summary-Report-Aged-Care-Workforce-Forum.pdf](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](http://www.victor.sa.gov.au/flourishing) under the *Let's dive into... WORKFORCE! Forum 2021* tab.

Several workforce development initiatives are being discussed and planned by stakeholders. Regional Development Australia are working closely with the Commonwealth funded Local Jobs Program and BLCW Program and consulting with care/support service providers across the region about workforce issues. If you would like to link in to this workforce consultation process, please contact Richard Scollin phone 8536 9200 or [richards@rdahc.com.au](mailto:richards@rdahc.com.au)

Michelle Brunton promoted the Care and Support Sector Workers Screening Online Forum event hosted by BLCW Program in collaboration with Department of Human Services. Email has been distributed to Taskforce members.

A number of pre-employment programs and information sessions are currently being promoted, information about these sessions are distributed via emails.

The **Human Services Workforce Development Initiatives Portal** is now available at [https://hssso.org.au/workforce-development-initiatives/?mc\\_cid=b3eebc10f4&mc\\_eid=38d8b4002a](https://hssso.org.au/workforce-development-initiatives/?mc_cid=b3eebc10f4&mc_eid=38d8b4002a). This resource brings together information on workforce development programs, initiatives, research and learnings from across the Human Services sector. You can browse or search by areas of interest, target groups, and location. It is managed by the Human Services Skills Organisation, but is industry-led, so you are encouraged to contribute to the bank of information.

### 9.2 Next combined regions Forum

Michelle will be meeting with Collaborative Project Officer colleagues from the Hills, Murray Mallee, and Southern areas later this month to commence planning for the next combined regions Forum. It is anticipated that the Forum will be held in the first half of this year and the focus topic will relate to the new reforms. More information will be provided once available.

## 10 NEW AND EMERGING ISSUES / OPPORTUNITIES

### 10.1 ACD Support for the Fleurieu region

City of Victor Harbor, District Council of Yankalilla, and Alexandrina Council are progressing a Project Brief for the Office for Ageing Well, SA Health, to re-establish the Advance Care Directive (ACD) Assist program across the Fleurieu region. Further information will be shared as this develops.

## 11 GUEST PRESENTATION

**Local Dementia programs and services** – presented by Rob Crouch (Dementia Australia)

The following services and programs are available on the Fleurieu and South Coast:

- **Dementia and Your Caring Role:** 4-week program, hosted on Fridays, commencing 11 February 2022. This program provides an understanding of dementia and how to care for someone living with dementia. Suitable for family carers and family members of people living with dementia.  
*Contact: Rob on 0437 989 081 or email [Rob.Crouch@dementia.org.au](mailto:Rob.Crouch@dementia.org.au)*
- **Living with Dementia Program:** 4 sessions, hosted on Tuesdays in Victor Harbor, commences 1 March 2022. This program provides an overview of dementia and how to proceed after a diagnosis. It covers coping with change, relationships and communication, planning for the future and staying healthy. Suitable for people living with dementia and their family carers and family members.  
*Contact: Mel on 0482 161 601 email [Mel.Ridings@dementia.org.au](mailto:Mel.Ridings@dementia.org.au) OR Shane on 0490 445 017 email [Shane.Dinnison@dementia.org.au](mailto:Shane.Dinnison@dementia.org.au)*
- **Blokes in the Caring Role:** 4 sessions, hosted on Tuesdays at Carrickalinga House Victor Harbor, commencing 3 May 2022. This program is suitable for male carers who want to reflect on their new role and relationship with their family member living with dementia. Bookings essential.  
*Contact: Shane on 0490 445 017 or email [Shane.Dinnison@dementia.org.au](mailto:Shane.Dinnison@dementia.org.au)*
- **It Starts With You:** a community session held on 10 February 2022 at the Kangaroo Island Business Hub in Kingscote. This session was for community members who are passionate about their local community and want to make it more dementia-friendly. People living with dementia and their families were encouraged to attend.  
*For information about this session, contact Jackie on 0490 427 779 or email [Jackie.hayes@dementia.org.au](mailto:Jackie.hayes@dementia.org.au)*
- **Dementia Support Specialists:** a specialised team who assist people with dementia and their families to access specific information, resources, education and support, tailored to their individual needs. For more information, call Dementia Australia on 8372 2100 or email [sa.intake@dementia.org.au](mailto:sa.intake@dementia.org.au)
- **Post-diagnostic support:** Dementia Australia offers free support for people of all ages diagnosed with dementia, or people assessed with mild cognitive impairment. These sessions are designed to help you manage your diagnosis and live well. A skilled Dementia Australia staff member will be your single point of contact over six sessions. They will work with you to understand your specific situation and provide information and support based on what is most important to you. Post-diagnostic support is also available to family and carers. For more

information contact the National Dementia Helpline on 1800 100 500 or complete the online service enquiry/referral request form [www.dementia.org.au/support/service-enquiry](http://www.dementia.org.au/support/service-enquiry)

The Nightingale Program, with a focus on palliative care dementia support, is also available.

Counselling services are available by phone and zoom

Dementia advisory services, counselling and Nightingale program have wait times for service. Contact Rob for any queries as wait times vary.

The National Dementia Helpline 1800 100 500 can be accessed 8am to 8pm Monday to Friday. This is a good place to start and get immediate support and referral to other Dementia Australia services in the Fleurieu and SA.

Dementia Australia Website has a lot of useful information and resources, visit <https://www.dementia.org.au/> The 'Events' tab has listings of all information and education sessions. The 'Information' tab has links to helpsheets and resources. The 'Support' tab has lists of all Dementia Australia Services.

<https://dementia-org.libguides.com/?b=g&d=a> is a link to Dementia Australia Library guides. Guides on a range of dementia related topics.

Other Dementia Australia websites of interest:

<https://dementiainmyfamily.org.au/> age specific dementia information

<https://livingwellwithdementia.org.au/> stories from people living with dementia about living well

<https://www.helpwithdementia.org.au/> links to counselling support, forum and information

Referrals for services are best done via the **National Dementia Helpline 1800 100 500** or contacts listed above.

Contact: **Rob Crouch**, Dementia Support Specialist – Dementia Australia, **phone:** 8372 2134 **M:** 0437 989 081  
**E:** [Rob.Crouch@dementia.org.au](mailto:Rob.Crouch@dementia.org.au)

## 12 ROUND ROBIN

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

### **Kangaroo Island Community Connections Program - Shane Smith**

Community Connections is a program offering short term, personalised support to people who would benefit from building connections with their local community, support networks and services.

The Community Connections program offers participants assistance to take part in local community activities, find new support groups and services or receive some extra help at home.

An information session is being held on Tuesday 22 February 2022, 10am to 1pm at the Kangaroo Island Business Hub, Commercial Street, Kingscote. RSVPs to [shane.smith@carerssa.com.au](mailto:shane.smith@carerssa.com.au) or [kita@skylight.org.au](mailto:kita@skylight.org.au)

Contact: *Shane Smith, Community Coach and Connector – Kangaroo Island, Carers SA*  
[shane.smith@carerssa.com.au](mailto:shane.smith@carerssa.com.au)

### **Lutheran Care – Sonja Williams**

We work closely with Southern Volunteering and other funded agencies to deliver the

#### **Community Visitors Scheme – an Australian Government initiative**

The Community Visitors Scheme (CVS) matches friendly volunteers to older people wanting social connection. It is a FREE service funded by the Australian Government. To be eligible for visits from a CVS volunteer, a person must be receiving a Home Care Package (or be waiting for one) or live in a residential aged care facility. People can self-refer, or be referred to the program by an aged care provider, health care professional, a neighbour, friend or family member.

For referrals or further information please contact:

Sonja Williams

Team Leader Community Visitor Scheme

Phone: 0419 866 385 or 8269 9300

CVS Web address: [www.health.gov.au/cvs](http://www.health.gov.au/cvs)

Contact: *Sonja Williams, Team Leader Community Visitors Scheme, Lutheran Care*  
[sjwilliams@lutherancare.org.au](mailto:sjwilliams@lutherancare.org.au)

### Hearing Australia – Louise Pridham

Hearing Australia provides government funded hearing services to Australian pension concession holders, DVA concession card holders, people with complex hearing and communication needs, NDIS recipients, Aboriginal and Torres Strait islanders, children, and young adults up to 26 years of age, and to self-funded members of the community.

Services include:

- Full hearing assessments
- The selection and fitting of hearing devices
- Communication and hearing rehabilitation services
- The provision of alternative listening devices for television, telephone and safety alert devices for the home including smoke alarms and doorbells.
- Communication counselling and training
- The distribution of batteries and spare parts
- Ongoing care and device repair services
- Home visits for people unable to travel to a clinic
- Onsite basic hearing aid service and maintenance training for care staff in aged care facilities

Visiting Yankalilla, Goolwa, Aldinga and residential and aged care facilities across the Fleurieu region.

Our main office on the Fleurieu is located at:

Shop 36, Victor Central Shopping Centre, 77 Torrens Street, Victor Harbor SA 5211

Phone: 08 8551 1600

Contact: Louise Pridham, Manager Noarlunga & Victor Harbor, [louise.pridham@hearing.com.au](mailto:louise.pridham@hearing.com.au)

### Apprenticeship Careers Australia – Melissa Clark

A FREE pre-employment program 'Pathways to Employment in Individual Support' is being held 1 March to 17 March in Adelaide. This program is for participants who are interested in pursuing a career as an Individual Support Worker. Participants 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
- NDIS Workers Check
- Aged Care Sector Check

At the completion of the pre-employment program, successful participants will be selected to either a paid 12-month to 24-month full time or part-time permanent traineeships within the aged or disability sector whilst completing their CHC33015 Certificate III in Individual Support (Ageing/Disability).

If successful, regional pre-employment programs will also be considered.

Contact: Melissa Clark, GTO Manager, Apprenticeship Careers Australia, [Melissa.Clark@apprenticeshipcareers.com.au](mailto:Melissa.Clark@apprenticeshipcareers.com.au)

**16 NEXT MEETING:** Tuesday 12 April 2022, 12 noon – 2pm

**Meeting was closed at 1.55 pm**

<b>SFKI Positive Ageing Taskforce Network 2022 meeting dates 12 noon – 2 pm</b>
Tuesday 8 February
Tuesday 12 April
Tuesday 14 June
Tuesday 9 August
Tuesday 11 October
Tuesday 13 December