



## Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce

✉ PO Box 11, Victor Harbor, SA 5211 | ☎ (08) 8551 0571 | email: [mfuller@victor.sa.gov.au](mailto:mfuller@victor.sa.gov.au)

### PROJECT OFFICER REPORT – August 2019

Can you believe it is August already? Hope you have managed to escape the winter lurgies and are keeping well and warm. The new Aged Care Quality Standards and Charter of Rights are now operational; I'm sure you are busy with implementing actions related to these including completing your self-assessment documentation with a focus on demonstrating partnership approaches with consumers and continuous improvement strategies.

**To access Positive Ageing Taskforce information, visit our Taskforce webpage [www.victor.sa.gov.au/flourishing](http://www.victor.sa.gov.au/flourishing)**

#### 2019 Taskforce Membership

Welcome to the new members that have joined us over the past two months, we hope you find the network a valuable means of sharing and gaining information. Thank you to our existing members for your ongoing input – we currently have 106 active members of the Taskforce.

If you know of any service providers, agencies or other key stakeholders who would like to participate in the Taskforce, please feel free to forward my contact details. The Taskforce Membership Form is available online at [www.victor.sa.gov.au/flourishing](http://www.victor.sa.gov.au/flourishing) Also, if you no longer wish to be a member of the Taskforce, please advise and we can remove your contact details from the network.

#### Flourishing on the Fleurieu

1. **Flourishing on the Fleurieu Festival** – preliminary planning and review of administration documents has commenced in preparation for 2020 Festival. If you would like to contribute to the planning and preparation for the 2020 Festival please email Michelle at [mfuller@victor.sa.gov.au](mailto:mfuller@victor.sa.gov.au)

#### Dementia Friendly Communities

2. **Dementia Friendly Communities project:**

**CADDY Project** - Two end-of-project events were held on 25 June at McCracken Country Club:

- Celebratory **recognition morning tea** to acknowledge the contributions of people who participated in the Caddy Project Trial. This was attended by 21 people including the project participants, carers and volunteer caddies; along with key project partners.
- **Open Forum** (1 – 4 pm) to share key learnings and resources arising from the project and to launch the Evaluation Report. Evaluators Jeffrey Fuller and Liz Cleland presented key messages and a summary of the findings from the project, Helen Deguet and Beth Moore outlined how the project worked in each of their programs, Ruth (one of the volunteer caddies) shared about her experiences as a caddy, and Dana Lavenant from the Better Practice Project presented a draft of the new Caddy resource kit arising out of the project. Q & A Panel was also held where questions were posed to key project partners, with attendees really appreciating the insight into the caddy perspectives. The full Evaluation Report and Key Messages document are now available on the Taskforce webhub





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you can engage with the Commission, including how [submissions](#) can be made, and when and where [hearings](#) will be held. View [live webcasts](#) of hearings, or video recordings of previous hearings or read the [transcripts](#). An [audio version](#) of the live webcast is also available. Submissions are encouraged, for more information on how to do this, please go to the public [submissions](#) page and read the [guidance on making a submission](#).

### - **Grandfathered clients**

All CHSP providers that have grandfathered clients who are not yet registered on My Aged Care are required to provide information on these clients to the Department of Health for the purpose of creating a client record. This is a requirement in the CHSP Program Manual 2018. The data collected from grandfathered clients will be used to create a My Aged Care client record for these clients without an assessment being undertaken. CHSP providers are required to complete the [data collection template](#) for all grandfathered clients who are not yet registered on My Aged Care. Providers are reminded the My Aged Care Provider Portal is open from 22 July 2019 until **23 October 2019** (*extended due date*). The data collection template needs to be submitted to the provider portal during this period, with manual insertion of service information for each client from drop down menus, before the final data can be submitted in the provider portal. [Quick Reference Guide \(for CHSP providers\) — explains how to upload the data collection template into the My Aged Care Provider Portal and select the services each client receives \(updated 25 July\)](#). Please note: this guide has been designed to be used by CHSP provider staff who are 'My Aged Care Organisation Administrators'. For technical queries, CHSP providers can contact the My Aged Care provider and assessor helpline on 1800 836 799.

### - **Compulsory reporting by aged care providers**

Approved providers of residential aged care need to report suspected or alleged assaults to both the Department of Health and your local police.

Reportable assaults on a resident include:

- unreasonable use of force
- unlawful sexual contact
- unexplained absences (missing residents).

The single Quality Standards introduced on 1 July 2019 did not change the compulsory reporting obligations contained within the [Aged Care Act 1997](#).

Information about the guide for aged care staff and compulsory reporting is available [here](#).

### - **Awareness of phone scams**

All service providers should be aware that there have been recent reports of scammers targeting Home Care Package recipients via phone. These scammers often start by offering a better Home Care Package and attempting to lure the client into making a payment of some description, including through the purchase of vouchers. In one reported case, a scammer advised the client they could offer a better Home Care Package deal and that they were eligible to receive a sum





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of money, but in order to receive this money they had to pay upfront through the purchase of vouchers. Service providers should encourage their clients to report any suspicious activity to them and the police. Information on scams and the ability to report them can also be done via the Australian Competition and Consumer Commission's website '[Scamwatch](#)'.

### - **2019 ACFA Annual Report now available**

The Aged Care Financing Authority's (ACFA) 2019 Report on Funding and Financing of the Aged Care Industry is now available. This is the seventh annual report on the funding and financing arrangements and key characteristics of the Australian aged care industry. Read the report to find out more about:

- scale and funding structures
- financing performance based on **2017-18** data
- future demand for aged care
- challenges of achieving a sustainable aged care system.

The full report is available [here](#).

### - **New approved provider application forms are now available**

New application forms and guidelines for organisations seeking approval to provide residential, home and/or flexible care are now available for use. The new forms contain questions specific to the Aged Care Quality Standards effective from 1 July 2019. If your organisation is applying for approval to provide residential care, home care or flexible care, you *must* use the relevant new application form. There are different forms for:

1. new applicants
2. existing approved providers
3. government organisations.

All three forms allow organisations to be approved for one or more types of care:

- residential care
- home care
- flexible care (in the form of short-term restorative care).

Applicants should read the guidance information in conjunction with the application forms, and must use the approved form that is current at the time of applying. The forms are available [here](#).

### - **New Charter of Aged Care Rights resources**

Resources to support the sector's understanding of the Charter are available. Resources include a:

- [Charter of Aged Care Rights booklet](#) for consumers to inform them of their aged care consumer rights
- [Charter of Aged Care Rights poster](#) to display in your organisation and promote awareness of the Charter.

Hard copies of these resources can be ordered by emailing our distributor directly at [Health@nationalmailing.com.au](mailto:Health@nationalmailing.com.au).

The booklet has been translated into 18 languages and is available on the department's website for downloading and printing.



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The Older Persons Advocacy Network (OPAN) has supported the department with raising awareness and providing education about the Charter, which includes support to aged care service providers and consumers. More information is available on [OPAN's website](#).

More information about the Charter is available on the [department's website](#).

### - **New home care pricing requirements now in place**

From 1 July 2019, all home care providers are now required to meet the new pricing requirements. This includes publishing their pricing information in the new standardised schedule on My Aged Care. Any provider that has not entered their pricing information are required to do so as soon as possible. Providers will need to save their pricing information against My Aged Care Service Items (not Outlets) for it to appear on the public Service Finder. The department is monitoring home care providers' compliance under the new requirements and may take compliance action where appropriate. Information and all support materials are available [here](#).

### - **Managing your CHSP service information in My Aged Care**

A factsheet on managing service delivery information for Australian Government funded service listings in My Aged Care is now available for CHSP providers. It aims to help ensure that the service delivery information you set up in the My Aged Care 'Find a provider' tool accurately reflects where you are able to deliver services. It is important this information is accurate as it is publicly displayed and informs the referrals made by contact centre staff and assessors.

*Action*

Please check that:

- o your service delivery information is accurate
- o other service information is up-to-date, including service availability information.

*More information*

Find more information in the [Managing your CHSP service information](#) factsheet. If you have any questions about your Funding Agreement and contractual obligations please contact your Funding Arrangement Manager (FAM). For technical assistance you can contact the My Aged Care service provider helpline on 1800 836 799.

### - **Outcomes of the 2018 CHSP Wellness and Reablement Report**

In late 2018, CHSP service providers in all states and territories (except in Victoria) were required to report on the implementation of wellness and reablement approaches in their service delivery.

The 2018 wellness and reablement report has allowed the department to gain a greater understanding of what is working well, what issues were identified by service providers and the level of support and information required by service providers to enable them to embed wellness and reablement approaches. The outcomes of the wellness and reablement report is available on the [here](#).



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### OTHER

**New Adult Safeguarding Legislation presentation:** Elicia White, Chief Adult Safeguarding Practitioner for the new Adult Safeguarding Unit will be our guest presenter at the next Taskforce network meeting on 13 August.

**Input for new State Ageing Plan 2020 – 2025:** Stakeholder consultation has continued to input into the next State Ageing Plan 2020-2025 via the Stakeholder Response Kit. Feedback for our Fleurieu region was collected from the Fleurieu Regional Community Services Advisory Committee on 9 July, and interested members of the Positive Ageing Taskforce participated in a workshop on 10 July. Information was collated and submitted to Office for Ageing Well, SA Health via TACSI on 15 July. The *'Future Directions to Support Ageing Well'* Report is worth a read, it collates findings on what older South Australians see as being key areas to support ageing well in 2018 and beyond – here is the link to the Report: <https://www.tacsi.org.au/wp-content/uploads/2019/03/Future-Directions-to-Support-Ageing-Well.pdf>

**My Aged Care Support Program:** COTA SA facilitates this service which provides practical one-to-one peer support for older people to help understand and navigate the My Aged Care gateway. Free assistance is available over the phone or face to face with a local volunteer Peer Champion. Local Peer Champions are:

- Marilyn Henderson, contact 0456 390 059, or pop into Victor Harbor Library on Mondays between 10.00am – 12.30pm for a chat with Marilyn
- Maureen Franklin, contact 0499 036 790, or pop into the Goolwa Library on Wednesdays from 10am -12 noon to talk with Maureen.

For further information about the project, please contact COTA SA Country free call 1800 182 324 or Helen Morley, Project Officer, on [hmorley@cotasa.org.au](mailto:hmorley@cotasa.org.au) or 82320422 or visit <https://www.cotasa.org.au/programs/my-aged-care-support.aspx>

**Online Regional Services Directories now live:** If your organisation hasn't yet registered for the new online services directory, forms can be requested through the 'contact us' section of the regional services directories:

- For the **Adelaide Hills** go to: <https://adelaidehills.servicesdirectory.org.au/contact-us/>
- For the **Fleurieu Peninsula** go to: <https://fleurieu.servicesdirectory.org.au/contact-us/>
- For **Kangaroo Island** go to <https://ki.servicesdirectory.org.au/contact-us/>

Two short clips explain the purpose of the services directory in just a couple of minutes. One for people living in the regions. One for service providers.

You can find them on the website of the lead agency. Just follow the link and scroll to the end of the page: <https://focusonehealth.com.au/connecting-country-sa-people-and-services/>

Michelle Fuller | Project Officer Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce  
29 July, 2019