

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

Minutes of the Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce meeting
Hosted online via Zoom
21 April 2020 (re-scheduled date) 12-2pm

The meeting commenced at 12.00 noon

1 PRESENT

Ambre Johnson	Estia Health Encounter Bay
Caitlin Watson (until 12.55pm)	St Louis Home Care
Deb Gregory	Alexandrina Council - Community Connect
Helen Deguet	City of Victor Harbor - Caring Neighbourhood Program
Helen Morley	COTA SA
Jo Daniels (notes for minutes)	City of Victor Harbor - Caring Neighbourhood Program
Joyanne Mirra (until 1.10pm)	ACH Group Social Links
Leann Symonds (until 1.00pm)	City of Victor Harbor
Liz Cleland	BHF LHN – Railway Cottage
Maire Watson	Estia Health Encounter Bay
Marilyn Henderson	COTA SA Peer Champion & elected member City of Victor Harbor
Mel White	Southern Volunteering SA Inc
Michelle Fuller (chair)	Project Officer, Positive Ageing Taskforce
Nadine Jones	RAS – Aged Care Alternatives
Nyree Thompson	St Louis Home Care
Pam Turner	RAS Team Leader – Aged Care Alternatives
Rob Crouch	Dementia Australia
Sara Manser	Country SA PHN
Sue Wiese	St Louis Home Care
Victoria Cornell	ECH
Guest presenter:	
Michael Cousins	Carers SA – Community Engagement Manager

2 APOLOGIES

Anne-Marie Kelly	Country Health Connect
Carolyn Pratt	Country Health Connect
Corrie Burnside	My Care Solution
Fiona Pitcairn	ACH Group
Leanne Sanders	Kalyra Communities
Sharon Busmer	Victor Medical Centre
Sherrill Bickmore	St Louis on Sea
Sue Tucker	Carers SA

3 INTRODUCTIONS

21 participants via 16 devices linked in via Zoom to today's meeting. All members introduced themselves with their name and the organisation represented. Special welcome to guest presenter Michael Cousins, Carers SA Community Development Manager; and also to Mel White from Southern Volunteering, Rob Crouch from Dementia Australia, and Victoria Cornell from ECH, all attending for the first time.

4 Acknowledgement of Country – Michelle Fuller

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

5 MINUTES OF PREVIOUS MEETING – 11 February 2020

Minutes of the previous meeting held on 11 February 2020 were confirmed as true and correct.
Moved by Helen Deguet, seconded by Helen Morley.
All members confirmed that the minutes of the last meeting were true and correct.

6 GUEST PRESENTATION

New Carer Gateway Services – transition of carer support services, presented by Michael Cousins, Community Engagement Manager, Carers SA

Michael presented about the new Carer Gateway Services and new local service delivery options which commenced this month to support carers. Carers can access flexible Carer-Directed Support Packages to suit their individual needs; this may include assistance to access respite care, equipment, education and training, cleaning services, transport (during the COVID-19 crisis a flexible approach is being taken to provide support to carers in need). Michael also outlined the carer support planning process and the Carers Star strengths-based assessment process.

Carers can continue to get support through their usual service providers, with current services funded until 31 May 2020, existing service providers have commenced a transition-out period. Carers SA will be the main provider of carer support services across SA from April 2020.

A copy of Michael's presentation slides was distributed to Taskforce members via email on 21 April 2020. Carers SA are requesting feedback, questions and suggestions from stakeholders. For further information please contact:

Michael Cousins

Community Engagement Manager

Carers SA

phone: 0477 669 904 or 8291 5600 email: Michael.Cousins@carerssa.com.au

Action: ALL members to consider providing feedback to Carers SA via email to Michael as per details above.

7 ISSUES FOR STRATEGY AND PLANNING

7.1 COVID-19

- Michelle is distributing the Department of Health Protecting Older Australians Daily COVID-19 Updates newsletter, and the SA Health COVID-19 Updates, via the Taskforce email DL.
 - The Department of Health newsletter provides information about funding and subsidies available for the aged care sector, along with information updates and links to new training and resources in response to the COVID-19 pandemic.
 - The SA Health updates provide information specific to the COVID-19 situation in South Australia.
- The Department of Health has produced an infographic summary of COVID-19 stats nationally, and comparative state data. The infographic is updated every afternoon based on the data received from states and territories, and can be found here: <https://www.health.gov.au/resources/publications/coronavirus-covid-19-at-a-glance>
- Department responses to **COVID-19 CHSP Frequently Asked Questions** are outlined here: https://mcusercontent.com/1108de8332cef333bc1956686/files/7092962e-c6c5-4ed5-9051-2a6a49d43e51/COVID_19_CHSP_FAQs_17April.pdf
- The Department of Health **'In Home and Community Aged Care COVID-19 Preparedness' Webinar** is available here <https://publish.viostream.com/app/s-n3f4rpt> While the stats are obviously out-of-date now, the information presented by Janet Anderson Aged Care Quality and Safety Commissioner (10.15 – 27.20min of webinar) is interesting and worth viewing. Janet highlights the importance for service providers to focus on Standard 8, Standard 3, and Standard 1 in response to COVID-19; along with enacting business continuity plans (review and update responsively) and ensuring accurate documentation of provider's staged response and strategies implemented to modify service delivery.

Taskforce members, linked in to the meeting, shared how their organisations are responding to the impact of COVID-19, and the changes to service delivery. Pam Turner (RAS – Aged Care Alternatives) advised that RAS assessments are being conducted via phone, however face-to-face assessments can still occur for people experiencing cognitive or communication challenges.

7.2 Department of Health Updates

Aged care content has been moved to the department's new website <https://www.health.gov.au/health-topics/aged-care> The new 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.

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

Please refer to the Project Officer Report for April 2020 (*distributed to Taskforce members via email with Agenda on 7 April 2020*) for more detailed information on the following updates:

- **Update Royal Commission into Aged Care Quality and Safety:** all hearings and workshops suspended until at least the end of May 2020.
- **CHSP financial acquittals:** financial acquittal reports for 2019-20 are due no later than 31 October 2020.
- **Social and Community Services funding supplementation:** ceases on 30 June 2021.
- **CHSP extension and indexation**
- **Implementation of improvements to payment administration arrangements for Home Care Packages placed on hold:** consultations with the home care sector will help determine when implementation (payment in arrears) will recommence. In the meantime, the current advance and claim payment cycle will continue.
- **Further arrangements for CHSP providers during the COVID-19 pandemic**
 - Advice for CHSP Social Support Group providers – advice given to suspend Social Support Groups and group activities for four weeks from 23 March 2020
 - Flexibility provisions – CHSP providers encouraged to use flexibility provisions to direct resources towards delivering critical services, such as ensuring client access to meals and groceries, welfare checks, and phone/video call social interactions.
 - Other Commonwealth support available - \$92.2 million of additional support is available for home care and CHSP providers during the COVID-19 pandemic. CHSP providers may submit an unsolicited proposal for additional grant funding.
- **New process for ordering PPE supplies for aged care sector:** aged care providers should email agedcarecovidppe@health.gov.au for all requests.
- **New e-learning modules for aged care workers now online:** modules available at <https://covid-19training.gov.au/>
- **Advice on visit guidelines for RACFs:** [Detailed advice on visit restrictions](#) is available from the Australian Health Protection Principal Committee (AHPPC).
- **Mental health resources:** Beyond Blue - For practical information and tips, please visit [Beyond Blue - looking after you mental health during the coronavirus outbreak](#). MindSpot offers a ['Wellbeing Plus' online course for people 60+ years](#). It aims to help older adults learn to manage stress, anxiety, worry, low mood and depression.
- **Novel coronavirus – important information for aged care workers, residents and families:** The department has prepared factsheets for aged care staff, residents and families to assist in control of the outbreak of novel coronavirus (2019-nCoV). <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

8 FLOURISHING ON THE FLEURIEU

8.1 Festival 2020

The grants program for community groups, wishing to participate in the Festival, opened on 2 March and will close on 1 June. At this stage, we are still receiving applications; however we are closely monitoring the information being provided by government authorities in relation to COVID-19. As circumstances change and evolve we will update our webpage and notify community groups if this will impact on the planned Festival in October. We have been advised that COTA SA's ZestFest is not proceeding as planned, however we will remain in contact with COTA SA to explore any potential partnership ideas if we are able to host the Flourishing on the Fleurieu Festival.

8.2 Community Forums/Expos

Planning for the Community Information Forums/Expos is currently on hold while we await further outcomes of the COVID-19 situation.

9 DEMENTIA FRIENDLY COMMUNITITES

9.1 CADDY Project – Resources

Exploring option of having a mini website for the Caddy Project resources, utilising some of the Taskforce budget savings due to impact of COVID-19. This would enable regular updates and additional resources to be added, with easy access for sharing information with any interested agencies or programs.

Action: Michelle to discuss with IT staff and others re: options and costs.

10 Sexual Health and Diversity Project – Lud Allen (*update provided via email*)

Lud Allen, from Sexual Health Counselling and Education Services, advised the Sexual Health and Diversity Project was going well with a core group of eight people who had attended three sessions; however the face-to-face sessions have ceased due to covid-19 restrictions. Currently looking into

hosting online sessions via Zoom, with each session focused on a discreet topic so people can choose which to attend, these sessions will be open to anyone aged over 50 years living in the Fleurieu region. Aiming to commence online sessions in May. Further information will be provided once finalised.

Action: *Lud to forward updated details of new format once finalised to Michelle to distribute to Taskforce members for promotion.*

11 WORKFORCE DEVELOPMENT & TRAINING

11.1 Aged Care Services Workforce Hub

To help match Aged Care Service Organisations with people looking for work ACSA have developed a National Aged Care Services Workforce Hub <https://employment.agedservicesworkforce.com.au/> which was launched on 7 April 2020. A key component of 'the Hub' is the Employment Register. Individuals looking for work can submit an application to be on the Employment Register through the Workforce Hub. Aged Care Service Organisations can access the Employment Register to search for individuals seeking work in their region. Organisations will be able to search the register by job role, Region and Local Government Area; and will be able to advertise vacancies to job seekers. For further information about the Workforce Hub please contact ACSA (08) 8338 7111.

11.2 BPP 'Being Curious' Webinars

Better Practice Project (BPP) are currently offering a series of 'Being Curious' webinars. 'Being Curious' is a series of presentations from local and national initiatives who are curious about enhancing the lives of diverse populations in the community. This is an opportunity to find out more about grass roots ideas which aim to impact the lives of marginalised or vulnerable people by strengthening their capacities physically, emotionally, mentally and spiritually. <https://www.agedservicesworkforce.com.au/events/list/> For further details contact Dana Lavenant on (08) 8338 8006 or Dana.Lavenant@acsa.asn.au

12 KANGAROO ISLAND

12.1 Update – N/A

13 STATE / COMMONWEALTH UPDATES

13.1 Country SA Primary Health Network update – Sara Manser

- CSAPHN have developed a COVID-19 working group that are relaying relevant information to primary health care providers and providing support and resources as required.
- CSAPHN website has dedicated COVID-19 page with information and links <https://countrysaphn.com.au/novel-coronavirus>
- CSAPHN Daily COVID-19 email update is available and for those interested to be put on distribution list please email: smanser@countrysaphn.com.au
- Currently coordinating and distributing PPE to general practice and pharmacists across country SA.
- Masks are available for those working in the aged care sector via email request at : agedcarecovidppe@health.gov.au
- Working closely with commissioned services to support the changes in service delivery needed during this period.
- Allied Health Professionals are welcome to email support@countrysaphn.com.au to request support with setting up Telehealth services.
- Supporting RACF's to ensure 1 May deadline for all staff and residents to have flu vaccination.

Please contact the Country SA PHN Central team should you require more information or have any questions about the above topics:

- Sara Manser - Regional Coordinator, smanser@countrysaphn.com.au

14 ROUND ROBIN

Helen Morley – COTA SA

- *Community Visitors Scheme*

– there are a few volunteers actively calling COTA SA members in the region to offer social support and information through COVID 19, and they are mostly referring to SA government information as well as the COVID information provided on the City of Victor Harbor website which is excellent. Andrew Cawley

and Derek Bowman are both lead volunteers for this work in the Victor Harbor area, as well as being 'COTA Ambassadors' for ongoing work in the region.

In February, four new volunteers were inducted in the Victor Harbor area as COTA visitors – these people have been actively promoting COTA Visitors across the Fleurieu but have not been matched to anyone yet. Three of these are actively making Social Outreach calls in the meantime. <https://www.cotasa.org.au/programs/cota-visitors.aspx>

- *COTA SA Older Person Advisory Group – Victor Harbor*

Small Advisory Group of local older people who were just about to design a calendar of forums and workshops when it became clear that public gatherings were off the agenda. However, COTA SA are supporting the advisory group to continue to meet virtually and their time has been redeployed to support COTA SA through these times to connect with local older people, exchange ideas for staying in touch and extend a hand to people who may be very lonely.

The purpose of the COTA SA Victor Harbor Advisory Group was to –

- Discuss and advise on opportunities for COTA SA to engage with older people in the Victor Harbor area
- Support and advise the development of a calendar of events
- Provide practical support to COTA SA in terms of promoting and supporting COTA SA activities in Victor Harbor
- Provide advice to the COTA SA Policy Council about issues of importance for older people in Victor Harbor
- Provide access to local networks and groups of older people including to promote COTA SA events
- Advise and promote ageing well in Victor Harbor
- Consider opportunities to maintain focus beyond 2020

The Advisory Group met on the 27 February in the Victor Harbor Library meeting room and have met informally together since, before restrictions. Volunteers present were, Andrew Cawley, Marilyn Henderson, Michael Kenny, Derek Bowman and Carol Clarke.

- *Zest Fest 2020*

Unfortunately, due to the COVID-19 pandemic, COTA SA has made the hard decision to cancel ZestFest 2020. While the Festival occurs in October, the lead in to making this all happen, including securing sponsors etc happens now which made it very hard to proceed. Look out for ZestFest 2021 – it will be back.

- *My Aged Care Support Program*

Marilyn Henderson continues to be available in the Victor area via the phone to assist older people to connect with and understand My Aged Care. Julianne Smithson is also available, while she lives in the Goolwa area, either Peer Champions can take calls from anyone in the Fleurieu. Marilyn can take calls from the community but also RAS and any Service Providers also. COTA SA provide an entirely independent service and support to older people. Details are here:

<https://www.cotasa.org.au/programs/my-aged-care-support.aspx>

Contact: Helen Morley, Aged Care Specialist Support Worker, COTA SA hmorley@cotasa.org.au

Rob Crouch – Dementia Australia

- National Dementia Helpline is operating as per normal 1800 100 500, 9am to 5pm, for information and support. Free service.
- Counselling services operate via telephone and zoom. Referral into counselling is via the National dementia Helpline. Free service.
- Dementia Advisor services (see flyer distributed via email 28/4/2020) are available by phone or zoom. My Aged Care referral required, but this can be done retrospectively. Client contributions for this service are suspended during covid-19 and will resume once covid-19 situation is over.
- Webinar series (see information flyer distributed via email 28/4/2020) available for family carers who have internet access. Rob is happy to talk with people with dementia carers who have no internet access after referral into Dementia Advisor services. The Helpline is also available.
- Dementia Training Australia has a number of free online training modules for workers on their website.
- Covid-19 information sheets are best accessed from the Dementia Australia National website at this page <https://www.dementia.org.au/an-update-from-dementia-australia>
- Teepa Snow idea sheet for engagement which may be useful and a short list of where to get possible activity resources (as per email distributed 28/4/2020)

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

Helen Deguet – City of Victor Harbor Caring Neighbourhood Program

Social Support Groups and group activities currently suspended as per Department advice, with resources redirected to alternative support services including phone calls and welfare checks for clients. Also busy responding to phone calls from community members. City of Victor Harbor has established a

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

community information webpage, which is available here: <https://www.victor.sa.gov.au/community-information/coronavirus/community-support>

Contact: Helen Deguet, Coordinator Caring Neighbourhood Program hdeguet@victor.sa.gov.au

Sherrill Bickmore - St Louis on Sea

Planned official opening of St Louis on Sea scheduled for 12 March was cancelled due to COVID-19. Day respite is also currently on hold. Staff, permanent clients and their families have adapted well to the strict hygiene required and social isolation, fortunately all remain healthy. One gentleman thinks it is wonderful as his family (wife and two daughters) rotate their phone calls every other day, so he gets to sit at Sherrill's desk and talk to them, reminding him of his past when he worked in an office setting. I trust that every-one is well and coping with this un-natural situation and hope to see you all again soon.

Contact: Sherrill Bickmore, RN Manager St Louis on Sea sherrill@stlouisagedcare.com.au

Victoria Cornell – ECH

Regular written correspondence to all clients, keeping them up to date. Developed a new magazine called 'ECH Keep Connected' which provides advice and information on existing ECH services and also new ones along with general information to help people remain connected to friends and family during COVID-19.

New services include:

- Assistance with meal delivery and shopping. ECH can arrange for a staff member to do the shopping, deliver it, help unpack and help assist with meal preparation. Alternatively, help to set up online shopping for people is available. If people have funding this can be done through existing support, if they do not have funding ECH can help them to apply for funding for the shopping assistance.
- Community engagement activities – pen pal program and other online options being explored.
- Activity packs that can be sent to clients, to be done in their homes (e.g. craft ideas, recipes etc)
- Help with GP services and prescriptions.
- Allied health appointments via telehealth.
- The imminent rollout of Mint Social to HCP clients. Mint is a private social networking app that can help families stay connected by sharing visual snippets of their week, through photos and videos uploaded by ECH staff.

ECH has also signed a lease agreement with SA Health to lease 58 beds at ECH College Grove, to form part of the State Government's strong plan to boost hospital capacity during the pandemic. Where College Grove will facilitate Non-COVID-19 patients, creating capacity as an overflow for RAH patients nearing the end of their acute hospital stay.

Contact: Dr Victoria Cornell, Housing Research Manager, ECH vcornell@ech.asn.au

Joyanne Mirra – ACH Group

ACH Group update for CHSP (Social Links) and HCP:

Exploring and implementing various opportunities to keep people connected - virtual groups and visits and welfare checks:

- use of social technology*

*For example:

- virtual Sing for Joy choir that potentially will mean Yankalilla and Victor Harbor customers can have access once we have the intro up and running
- Let's Chat
- Individual respite support face to face and virtual, including use of the personal life stories
- extra calls to customers - Wellness checks
- support re: home delivery – chemist/shopping
- service modifications to reflect social distancing advice
- pre-visit COVID checks
- staff PPE and support

Contact: Joyanne Mirra, Advisor Social Links Fleurieu & South, ACH Group JMirra@ach.org.au

15 NEW AND EMERGING ISSUES / OPPORTUNITIES

Nil raised.

16 NEXT MEETING:

Scheduled for Tuesday 9 June 2020 12 noon – 2pm, to be confirmed.

Guest presentation: To be advised

Meeting was closed at 1.50 pm